

Carroll Transit System Public Transit Riders Guide



Funding provided through partnerships with:



The Carroll County Department of Citizen Services, the Maryland Transit Administration and the Federal Transit Administration.

Updated 6/01/2016

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CTS Mission Statement

Carroll Transit System 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 transportation system while providing excellent customer service. This includes our CTS Demand Response (reservation) service, Carroll Transit Shuttles and agency transportation.

What is CTS?

CTS is our countywide, shared-ride, door-to-door paratransit service. Our “Anyone Can Ride” service is available anywhere within in Carroll County. Passenger trips will be coordinated to dependably serve as many people as possible and to use our vehicles in the most efficient manner.

Geographic Areas Served

Carroll County Public Transit provides TrailBlazer service with fixed route schedules in Westminster, Eldersburg-Westminster, South Carroll and Taneytown-Westminster. Demand Response (reservation) Service is also provided anywhere in Carroll County.

Days and Hours of Operation

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

Observed Holidays

Service is not provided on the following County holidays:

- New Year's Day
- Martin Luther King Day
- President's Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- The day after Thanksgiving Day
- Christmas Day

For specific dates of these holidays during the current year, please call the Carroll Transit System at (410) 363-0622.

POLICIES

While on Board

Please observe the following passenger etiquette policies. The following policies apply to all of Carroll Transit System's services, including Demand Response, TrailBlazer 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/vaping, eating, drinking, chewing, and using illegal substances in Carroll Transit System 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(s) 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. A passenger whose personal hygiene is offensive to other passengers or jeopardizes the health of other passengers or a driver may be refused services. Passengers must be fully clothed. Carroll Transit System may refuse service to passengers without shoes or appropriate attire.
9. Carroll Transit System 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. Carroll Transit System is not responsible for lost or damaged items.

10. Strollers are permitted on Carroll Transit System 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.
11. Children under age 12 must be accompanied by a parent or guardian.
12. Service animals trained to perform a specific task/service to assist an individual in living independently are permitted on board Carroll Transit System 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 and/or persons with disabilities may ride the TrailBlazer Shuttle for half price with discount card. Applications are available by contacting CTS at (410) 363-0622.

Advanced Reservation Policy

Reservations for Dialysis, Radiation, Day Programs and employment may be scheduled for up to six weeks in advance. Reservations for routine Doctors' Appointments and Education may be scheduled up to four weeks in advance. Any other trips or appointments can be scheduled two 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 passengers be ready for pick up within the 15 minute window. Passengers who are not ready for their scheduled pickup time cause the driver to fall behind schedule and inconvenience other passengers.

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."

"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. "No-shows" waste resources that could be used to provide transportation to other passengers. CTS' "no show" policy is to help our system prevent and remedy abuse.

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 30day 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 three actions 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 General Manager within ten (10) calendar days of notification of the offense.

Fare Policy

The fare policy effective 12/1/11 for Demand Response is as follows:

- 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

Demand Response discounted for seniors going to the closest Senior Center between the hours of 8:00 a.m. and 4:00 p.m.: \$2.00

Dialysis Clients outside of the Westminster area: \$5.00

All Children under 6 years of age ride free.

Trailblazer service discounted fares are available for registered senior citizens and persons with disabilities. Please call Carroll Transit System at (410) 363-0622, or obtain from a Trailblazer Shuttle driver.

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 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. 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 travel 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 with proper notification. 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.

Information about the use of this equipment must be provided to the dispatcher when scheduling service.

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, Carroll Transit System'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 as long as 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 as long as 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.**

Seat Belts

Carroll Transit System 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 provide assistance 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)

Lift Use Policy

Carroll Transit System 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, Carroll Transit System will provide a manual wheelchair for use when riding the lift.

PROCEDURES

How to Schedule a Trip

To schedule a trip, call the Carroll Transit System Scheduler at (410) 363-0622 Monday-Friday 7am-5pm, at least one (1) business days before your appointment time. Transportation is solely based on availability.

When scheduling, the customer must have all information (exact address, office suite number, etc).

Hearing-impaired customers can use the Maryland TDD Relay System, 711/800-735-2258 to contact Carroll Transit System 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 need to be dropped off (complete address and phone number)
- . Where and when you would like to be picked up
- . 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 (please see “Late Policy”)

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

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 of 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 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.

How to Pay the Fare

Each time you board the vehicle you must either pay the fare in the form of money or tickets. You must pay for only the ride you are currently taking. Payment for return trips should be made on the return trip.

How to Purchase Tickets

Tickets are \$1.00 each and are sold in books of 10. You may call to request tickets be ready for your next pick up. Please note: you must give 24 hours' notice.

By Mail

To purchase tickets by mail, send a check or money order payable to CTS, along with a Carroll Transit System order form stating the number of CTS books requested to:

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

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

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:

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

Or call CTS at (410) 363-0622.

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.
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 General Manager of any service problems or to recognize exemplary service.

OTHER SERVICES WHICH MAY MEET YOUR TRANSPORTATION NEEDS:

TrailBlazer Deviated-Fixed routes

Carroll Transit System provides four deviated-fixed routes, within Carroll County with our **Blue TrailBlazer** buses. These “anyone can ride” routes operate on a set schedule without an appointment. These routes can deviate within a 3/4 mile corridor for passengers who are unable to board the bus at a scheduled time point because of a disability or distance to a scheduled stop.

These routes connect the following communities:

Westminster
South Carroll Shuttle
Taneytown
Eldersburg

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

Phone (410) 363 - 0622
www.carrolltransitsystem.com