

Carroll Transit System Transition Q & A

Question 1. What date will the Transition between Carroll Area Transit System, Inc. (CATS) and Butler Mobility take place and what will the new vehicle-branding look like?

Answer: A new name and look will be present on February 17, 2015. The same vehicles currently providing service will continue to operate. The vehicles will be branded with the new name, Carroll Transit System (CTS) operated by Butler Mobility with the Butler penguins.

Question 2. What will the new phone number for CTS be to schedule transit rides?

Answer: The new phone number will be (410) 363-0622. This number will have limited staffing as of February 9, 2015 with full staffing available on February 17, 2015.

Question 3. How will I schedule trips after Butler takes over?

Answer: The procedure to schedule trips will remain the same.

Question 4. Where can I access the CTS website?

Answer: A new website is under development and it will be located at www.carrolltransitsystem.com. The website is planned to be available on the first day of operations (February 17, 2015).

Question 5. Will I still be registered for public transportation services?

Answer: An upgraded transportation scheduling software system will be implemented. To better serve our patrons, we will be contacting currently registered active riders to update their information or patrons can update their information on-line by following this link: <https://www.surveymonkey.com/r/TransitRegistration>. Please notify the data collection person of any special instructions to assist in future scheduling of trips. By February 9th when the new CTS phone number becomes active, riders may start calling to schedule rides if you have not already registered.

Question 6. May I still redeem my CATS tickets after February 17th?

Answer: Patrons with CATS tickets may continue to redeem the tickets to pay fares through December 31, 2015. New tickets will be printed and available for purchase by Carroll Transit System operated by Butler Mobility on February 17, 2015.

Question 7. Will the fares to ride the bus change?

Answer: No, all fares will remain the same as they are now.

Question 8. I really like my driver. Will my driver be the same?

Answer: The drivers have been presented with the opportunity to continue working for the public transportation program through employment with Butler. Some drivers have been hired and will be driving on February 17th, when the transition has been completed.

Question 9. Who will provide Veteran's Shuttle Services for Carroll County?

Answer: CATS will continue to provide the Veteran's Shuttles to the VA medical facilities. Trips can be scheduled by calling 410-876-RIDE. Available services are posted on the CATS website www.carrolltransit.org.

Question 10. Will there be changes to the public transit services?

Answer: Butler Mobility will operate the TrailBlazer and Demand Response public transportation services. It remains the County's intention to continue to deliver the high level of service that citizens expect.

Question 11. Where can I call with questions regarding the Carroll Transit System?

Answer: Anyone with questions during this transition period may call the new Carroll Transit System phone number at (410) 363-0622.

Question 12. Who will the new Director of Carroll Transit System be?

Answer: The Director of Carroll Transit System operated by Butler Mobility is Anita Farinetti. Anita's e-mail address is Afarinetti@carrolltransitsystem.com.

Question 13. What will the new Carroll Transit System logo look like?



Question 14. Where can I get new tickets?

Answer: New tickets can be picked-up at the transit building located on 1300 Old Meadow Branch Road, Westminster, MD 21157 as of Tuesday, February 17th.