



# Washington County Transit FIXED-ROUTE SERVICE FAQ

240-313-2750

transit@washco-md.net

www.washco-md.net

## ***Where is fixed-route bus service provided?***

Service is provided to Funkstown, Halfway, Long Meadow, Maugansville, Robinwood, Smithsburg, Valley Mall, Williamsport, and throughout the city of Hagerstown.

## ***When is the service available?***

Service is available Monday - Friday, 6:00 AM – 9:15 PM and Saturday, 7:45 AM – 9:15 PM.

## ***What days is Washington County Transit closed?***

We are closed on Sunday and the following holidays: Independence Day, Memorial Day, Labor Day, Thanksgiving Day, Christmas Day, and New Year's Day. Modified service is available on Christmas and New Year's Eve.

## ***Where does the bus stop?***

WCT buses will stop at most named street corners along their regular route. Simply raise your arm and indicate your desire to board. Please have your fare ready.

## ***How do I let the driver know that I need to get off the bus?***

Just before you reach your stop, pull the cord located above the window to let the driver know you wish to disembark. Buses will stop at most street corners.

## ***Will I have to pay again if I need to change buses?***

It may be necessary to ride two different buses to get to your destination. If this is the case, when you depart the first bus, ask the driver for a transfer. When you board the 2nd bus, use your transfer in place of another fare. Transfers are issued and redeemed only at the Transfer Center or at a substitute location authorized by WCT – restrictions apply. Transfers are good for one (1) hour but are not guaranteed.

## ***How accurate are the scheduled times?***

Scheduled times are approximate. Please be at designated locations 5 minutes before times listed. Have your fare ready before you board the bus.

## ***How do I pay for my fare?***

When paying with cash, exact change is required. Fareboxes take U.S. dollar bills and coins. There are numerous reduced-fare tickets and monthly passes available from the WCT office located at 1000 West Washington Street, Hagerstown, MD 21740.

***In order to receive a reduced fare, you must show proper ID.*** Acceptable types of ID are State issued ID cards, Medicaid/Medicare cards, student ID and WCT.

## ***How much do children pay to ride the bus?***

Children under the age of five (5) are permitted to ride free as long as they are under the supervision of a paying adult. Children under the age of twelve (12) may not ride the bus alone.

## ***How much does it cost?***

### **FARES**

**Adult** (18-59).....\$1.25

**Senior** (60+) /**Disabled/Military-Veteran** (valid ID Required-Medicare/Medicaid, State, Military, WCT)

- **Peak**.....\$ .95

- **Off-Peak\***.....\$ .60

**Student** (5-17) (18+ Valid School I.D required).....\$ .85

**Children** (under 5).....**FREE**

**\*Off-Peak only applies to Senior (60+)**

**/Disabled/Military-Veteran ONLY**



**Q. Can I bring luggage, packages or groceries on the bus?**

**A.** As long as you can handle all your luggage, packages, and/or your cart yourself in a single boarding. Due to space and safety considerations, it is against the law to block an aisle of a transit bus.

**Q. Can I transport my child onto the bus in a stroller, and may my child ride in a stroller on the bus?**

**A.** To ensure the safety of the child, passengers must remove children from stroller prior to taking your seat. Once aboard, stroller must be stowed out of the aisle. Strollers must not block aisles, wheelchair stations, doors, steps, or emergency exists. Passengers refusing to control strollers as described above will be refused a ride. Bus drivers are unable to refund paid fares.

**Q. Am I required to wear a mask on the bus?**

**A.** To ensure the safety of all passengers and to follow the guidelines of the TSA, all passengers over the age of nine (9) are required to wear a mask on all Washington County Transit vehicles. Your driver may refuse you a ride if you are not wearing a mask.

**Q. How do I know when the bus is coming?**

**A.** The scheduled bus times are approximate. It is recommended to be at the bus stop at least five minutes early. If you want to know exactly where you bus is located at any given time, download the RouteShout app and search for your needed bus.

**Q. What do I do if I lost something on the bus?**

**A.** We are not responsible for lost items; however, any lost items found on a vehicle will be turned into the transit office at the end of the driver's shift. Please call 240-313-2750 Monday through Friday. Items may be picked up during normal business hours.

**Q. What do I do if I have another question, comment or concern?**

**A.** You may contact Washington County Transit by emailing [transit@washco-md.net](mailto:transit@washco-md.net) or calling 240-313-2750.

**Q. How do I travel with my mobility device?**

**A.** All our buses are equipped with ramps and kneeling capabilities. If you require the use of the ramp, please stay at least 6 feet away from the bus so the lift may be lowered safely. If you require assistance, please let the driver know. Drivers are trained in passenger assistance but are not permitted to provide weight bearing assistance that involves partial lifting or carrying of passengers or packages.

