

The
Regional Community
Public Transportation System
for the
Lower Eastern Shore of
Maryland
Serving
Somerset, Wicomico, and
Worcester Counties

TRANSPORTATION SERVICES

JANUARY 2011



SHORE TRANSIT
Going Places Together!

SHORE TRANSIT BUS TICKETS

- Bus tickets are available in \$3, \$1.50, \$1 & .50¢ amounts

Purchasing Shore Transit Bus Tickets:

- Bus tickets may be purchased at:
Shore Transit
799 N. Salisbury Blvd., Ste. 1300
Salisbury, MD 21804
Monday—Friday, 8:30 a.m. to 4 p.m.
- Request for bus tickets in excess of 50 are to be mailed along with a check or money order made payable to TCC/Shore Transit:
Shore Transit
101 W. Green Street
Snow Hill, MD 21863
ATTN: Shore Transit Bus Tickets

SAFETY:

With the increasing demand for transit service, bus safety is a high priority. Through the coordinated efforts of the Risk Manager, the Operations Division and outside assistance, buses and the Salisbury Transfer Point are monitored to maintain, prevent, and ensure the safety of our customers and integrity of Shore Transit.

DID YOU KNOW?

Transportation is the second highest cost for families. As gas prices continue to rise, families will be seeking alternative ways to travel. Shore Transit's Regional Community Public Transportation System would like to be that alternative.



**CANCELLATION/NO SHOW POLICY FOR
ORIGIN-TO-DESTINATION (OTD)
TRANSPORTATION SERVICES**

CANCELLATIONS

Cancellations must be called into the Shore Transit Customer Service Center at:

443-260-2300, Option #3

at least two (2) hours prior to the scheduled pick-up time of the ride. If a cancellation is not received within this timeframe, it is considered a No Show.

Note: If a Customer Service Representative is not available, please leave your name, date, and time of the ride you are cancelling on the voice mail.

The Cancellation Line is frequently checked and your message is date and time stamped by the automated telephone system.

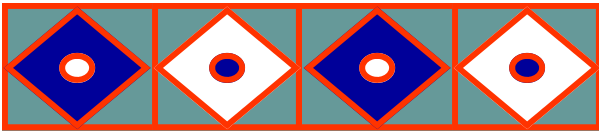
- First Incident—Customer will receive a letter with a copy of the Cancellation/No Show Policy.
- Second Incident—Recorded as second No Show.
- Third Incident—Letter sent to customer with notice of suspension of transportation services.
- Customers may request that the incident/suspension be reviewed by submitting a written request within ten (10) calendar days from the date of the warning/suspension letter to the Customer Service Center at:

Shore Transit
328 Calvert Street
Salisbury, MD 21801
ATTN: Eligibility Assistant



Shore Transit

A Division of the Tri-County Council
for the
Lower Eastern Shore of Maryland



SHORE TRANSIT SERVICES:

• **FIXED ROUTES**

Fixed Routes are designated bus stops available throughout Somerset, Wicomico, and Worcester Counties. Fares for local routes are \$3 per route and \$5 for express routes. All vehicles are handicap accessible. Bus schedules are available from the Bus Operators; Customer Service Center; and Operations Office.

Elderly and/or disabled customers may complete a Shore Transit Application for Fixed Routes to pay a discounted fare of \$1.50.

Services are available Monday through Saturday with limited services on Sunday.

For information regarding the Fixed Route bus schedules, please call **443-260-2300, Option 2** or go to **www.shoretransit.org**

• **FIXED ROUTE DEVIATION**

Fixed Route Deviation allows vehicles to deviated from scheduled fixed routes to pickup up customers at previously approved locations within one-half of a mile from a fixed route bus stop.

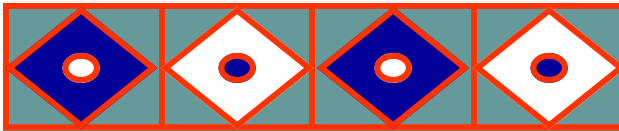
This service is provided for customers who are unable to access fixed route bus stops who are elderly and/or persons with disabilities. Customers must be pre-approved for this service through the Community Transportation Coordinator.

Fixed Route Deviation services operate within the City of Salisbury, Monday through Saturday, 8:30 a.m. to 4:30 p.m.. There is an additional fee of 50¢ for Fixed Route Deviation services. Customers may request deviations two (2) hours prior to the scheduled fixed route bus stop time. Cancellations must be called in thirty (30) minutes prior to pickup time.

For more information, contact:

Community Transportation Coordinator

410-749-1310, Extension 101



SHORE TRANSIT SERVICES:

• **SHORE ACCESS—ADA**

Shore Access provides Origin-To-Destination (OTD) services within the ADA service area (three-quarters of a mile within the fixed route system) for persons with disabilities under the Americans With Disabilities Act of 1990. To qualify for Shore Access, customers must complete an ADA application and submit it to the Eligibility Assistant at the Customer Service Center. Once the Eligibility Assistant reviews the request for certification and makes a determination of eligibility, the customer is notified by letter of the decision. Customers utilizing Shore Access must contact the Customer Service Center by 12 noon the day before their requested ride. The fare is \$5 per ride.

Service is available during the days & times of the fixed routes in the ADA service areas.

• **SHORE RIDE— RURAL AREAS**

Shore Ride provides transportation services for customers who reside in rural areas (three-quarters of a mile outside of the fixed route system) in Wicomico and Worcester Counties. Shore Ride provides Origin-To-Destination (OTD) transportation services for elderly (62+) and disabled customers. The fare is \$4 per ride. To qualify for Shore Ride, customers must complete a Shore Ride application and submit it to the Eligibility Assistant at the Customer Service Center. Once the Eligibility Assistant reviews the request for certification and makes a determination of eligibility, the customer is notified by letter of the decision.

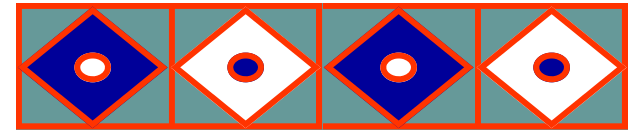
For the general public, Shore Ride provides curb-to-local destination transportation services or transportation to the nearest fixed route bus stop in Somerset, Wicomico & Worcester Counties. The fare is \$5 per ride.

For scheduling rides, customers utilizing Shore Ride must contact the Customer Service Center by 12 noon the day before their requested ride. Services are provided on a first come, first serve basis.

Service is available Monday through Friday, 8:30 a.m. to 4:30 p.m.

Shore Transit Customer Service Center

443-260-2300



FIXED ROUTE BUS PASS

Unlimited Weekly Bus Rides

- \$25 for seven (7) days of unlimited fixed route bus rides
- **\$2 one time initial Bus Pass Fee**
- Maximum Bus Pass purchase is \$100
- Bus Pass Card is refillable

Purchasing The Fixed Route Bus Pass:

- Walk-ins at the Shore Transit Operations Office Monday—Friday, 8:30 a.m.—4 p.m.
799 North Salisbury Boulevard
Ste 1300
Salisbury, MD 21804
- Purchase Order Forms available online by visiting www.shoretransit.org and on the Fixed Route Bus Pass Brochure
- Mail in the completed Purchase Order Form with a check or money order made payable to TCC/ Shore Transit (NO CASH PLEASE) to:
Shore Transit
799 N. Salisbury Blvd., Ste. 1300
Salisbury, MD 21804

