



SOMERSET COUNTY TRANSPORTATION PILOT STUDY

2023



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Executive Summary

The Somerset County Local Management Board (SCLMB) engaged the Business Economic and Community Outreach Network of the Franklin. P. Perdue School at Salisbury University (BEACON) to evaluate the transportation needs of Somerset County residents with a focus on underserved low-income individuals within the community. BEACON worked closely with SCLMB to develop questions for focus groups, key informant interviews, and a survey of existing transportation options. The contents of this report were developed through the summarization of the survey in conjunction with the responses from the focus groups and key informant interviews. The final report will serve as a guide for SCLMB to identify barriers within the community and address potential solutions for identified transportation issues within Somerset County.

Key Findings:

- 1. Somerset County needs reliable public transportation options.*
- 2. The need for transportation options impacts youth in the county.*
- 3. Somerset County residents need additional access to ride-share applications.*
- 4. Individuals need consistent and reliable access to transportation to gain or maintain employment.*
- 5. Somerset County residents who rely on public transportation use these services to access grocery stores, medical appointments, and social gatherings.*

Introduction

Somerset County is located in the lower region of the Eastern Shore of Maryland and has a current population of 24,834 individuals with an annual household income of \$48,661 (U.S. Census Bureau, 2021). The county has a vast diversity of residents, around 52.2% being White, almost 41% of the population being Black or African American, 3.80% being Hispanic or Latinx, and less than 1% Asian. Somerset County's rural landscape has presented public transportation issues within the community. Shore Transit is a public transit agency within Somerset, Wicomico, and Worcester County. Shore Transit has over 200 stops within the tri-county area, yet only 28 stops are in Somerset County. Most of the stops in Somerset County are located within Crisfield and Princess Anne. Only six stops are located outside of those areas.

The Somerset County Local Management Board (SCLMB) was established in 1997 to help assess and develop actionable plans for the most pressing problems faced by children and their

families. SCLMB piloted this study to explore transportation solutions, gather information from targeted community members surrounding public transportation needs, and assess the community's knowledge of current transportation options.

Methodology

The Somerset County Local Management Board (SCLMB) retained the Business, Economic, and Community Outreach Network (BEACON) to facilitate research and data-gathering activities to understand targeted community members' needs and barriers associated with transportation in Somerset County. A review of the existing transportation structure within Somerset County was conducted to understand the community's current options. BEACON worked closely with SCLMB to curate questions for the survey, focus groups, and key informant interviews. The following sections will provide detailed information regarding the survey methodology, focus groups, and key informant interviews.

Somerset County's Existing Transportation Options

Somerset County has a diverse range of transportation options that provide services to its citizens throughout the county. These services include bus shuttle services, cab options, and school endorsed transportation. For certain transportation options, riders must meet specific qualifications to the services.

Somerset County is serviced by Shore Transit, a public transit agency for the Maryland lower eastern shore counties of Somerset, Wicomico and Worcester. Shore Transit offers public transportation via fixed route and origin-to-destination services, and is open to the public. Shore Transit operates on a schedule with fixed routes and makes pick-ups and drop-offs at specific locations at designated times around Somerset County. The Shore Transit locations in Somerset County are primarily located in Princess Anne and Crisfield, with limited stops in other areas of the county as well. Single rides for Adults cost \$3.00, seniors are offered a discount rate of \$1.50, and children under 42" ride free, but must be accompanied by an adult.¹

To accommodate the citizens who live in rural areas, Shore Transit offers a service called "Shore Ride." The service provides transportation to rural areas (three-quarters of a mile or more away from a fixed route bus stop/transfer point) in Somerset, Wicomico, and Worcester counties for \$5.00 a ride. Through the ADA (Americans with Disabilities Act), Shore Transit offers transportation services for customers with a documented disability (must complete an ADA application and in-person interview with the certification coordinator), and their disability prevents them from accessing Shore Transit's fixed route services.² ADA transportation services cost \$5.00 a trip, and are provided within three-quarters of a mile on either side of the fixed route. To schedule

¹ "Shore Transit" <http://www.shoretransit.org/Paratransit/ShoreRideShoreAccess.aspx>

² "Shore Ride & Shore Access Services" <http://www.shoretransit.org/Paratransit/ShoreRideShoreAccess.aspx>

a ride, ADA customers have to call Shore Transit’s customer service center by 4 p.m. the business day before services are required.³ Door-to-door ADA services are only offered on Tuesdays and Thursdays. From the website – **Shore Access ADA Origin to Destination Paratransit Service** *“Shore Access is a curb-to-curb / door-to-door service within the ADA service area (3/4 mile within the Fixed Route System) for persons whose disability prevents them from utilizing the fixed route public transportation services under the Americans With Disabilities Act of 1990. This does not include disabilities that make accessing fixed route public transportation services just difficult or inconvenient.”*

Shore Transit offers non-emergency medical transportation to residents, but to receive service, individuals must complete a questionnaire beforehand, and service availability is vastly dependent on county funding. Citizens who have a vehicle or Medicare do not qualify for the service. If non-emergency transportation is unavailable, Medical Assistance Transportation will offer free regular admission bus tickets to residents. The Medical Assistance Transportation Program offers last-resort transportation to qualified residents, but, most residents need to qualify.⁴

Somerset County Public Schools offers various transportation route options to students. Most school buses throughout the county have overlapping routes; therefore, if a student misses the bus, another bus can pick them up. Some students who live in more rural and excluded areas throughout the county are offered a passenger van as transportation to and from school. Students mentioned that bus services were not provided for students who live close enough to walk to the schools.⁵

There are limited private taxi and rideshare (Uber/Lyft) services in the county. Additionally, a private courier operator has begun shopping and pick-up operations in Crisfield.

The island communities of Smith Island are serviced by private ferry operations. These passenger-only services provide transportation from Smith Island to the dock in Crisfield. Once at the dock, passengers must rely on other options to travel.

Survey

One of the data collection methods was a thirty-three question electronic survey that collected information on current transportation options used by citizens in the county.

³ “Shore Transit: Paratransit

⁴ Key Informant Interview: Shore Transit

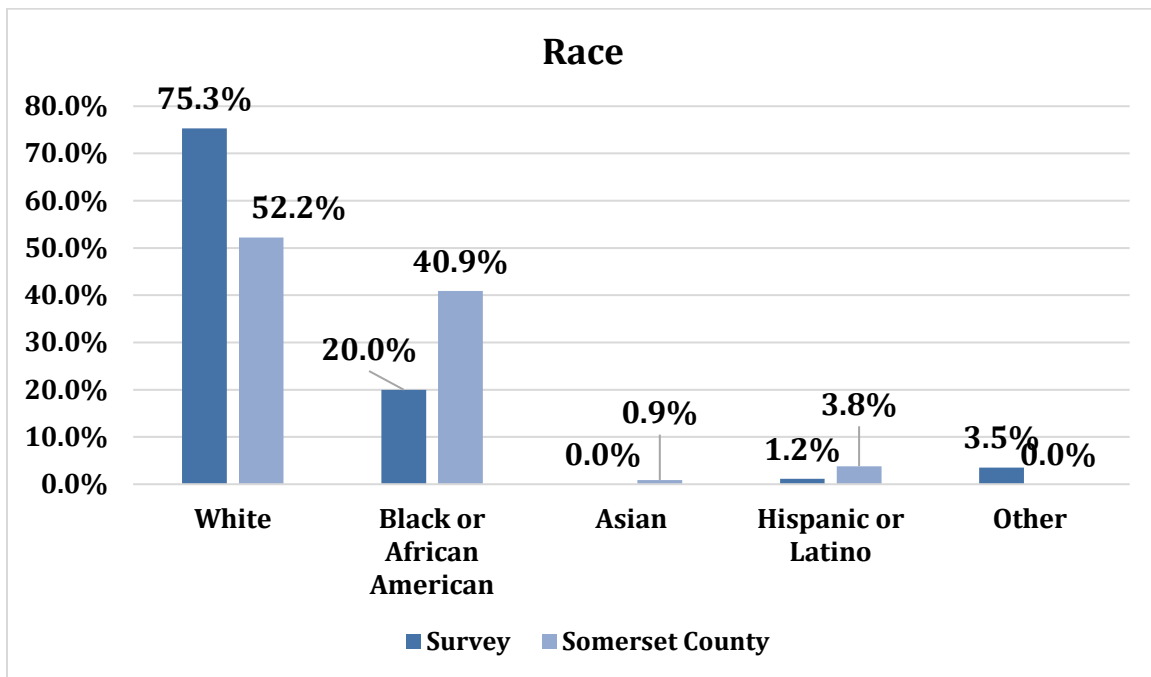
⁵ Focus Group: Washington High School

Data Collection

The survey was administered by BEACON for SCLMB and distributed to potential targeted community members through a curated email list, public posting in locations such as libraries and social service buildings and distribution through agencies that service the citizens of Somerset County, such as the Health Department. BEACON opened the survey collector on October 22nd, 2022, and closed it on December 31st, 2022. There were 100 survey responses, with an 89% completion rate for those who participated. The survey included 33 questions addressing the research topic and demographics. Electronic responses were recorded directly by survey participants. An analysis of the open-ended comment results was completed using Excel. The assumption was made that the collected responses represented Somerset County’s residents.

Demographics

To have a holistic view of the survey participants limited demographic data was collected.

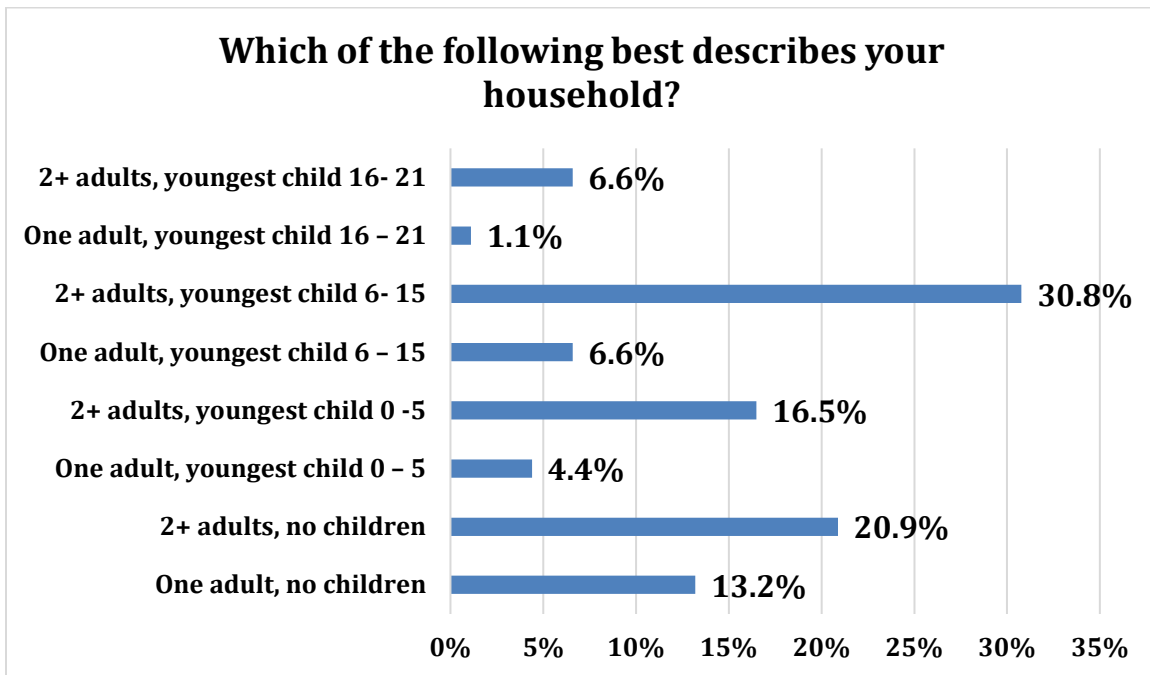


Somerset County data is from U.S. Census Bureau, 2021

Responses also indicated that most (60.47%) of participants identified as female, while (38.37%) identified as male. A majority (45.88%) of the survey’s participants were in the 30 to 39-year-old age range, with the second highest (20%) participant participation being individuals in the 18 to 29-year-old age range.

Responses

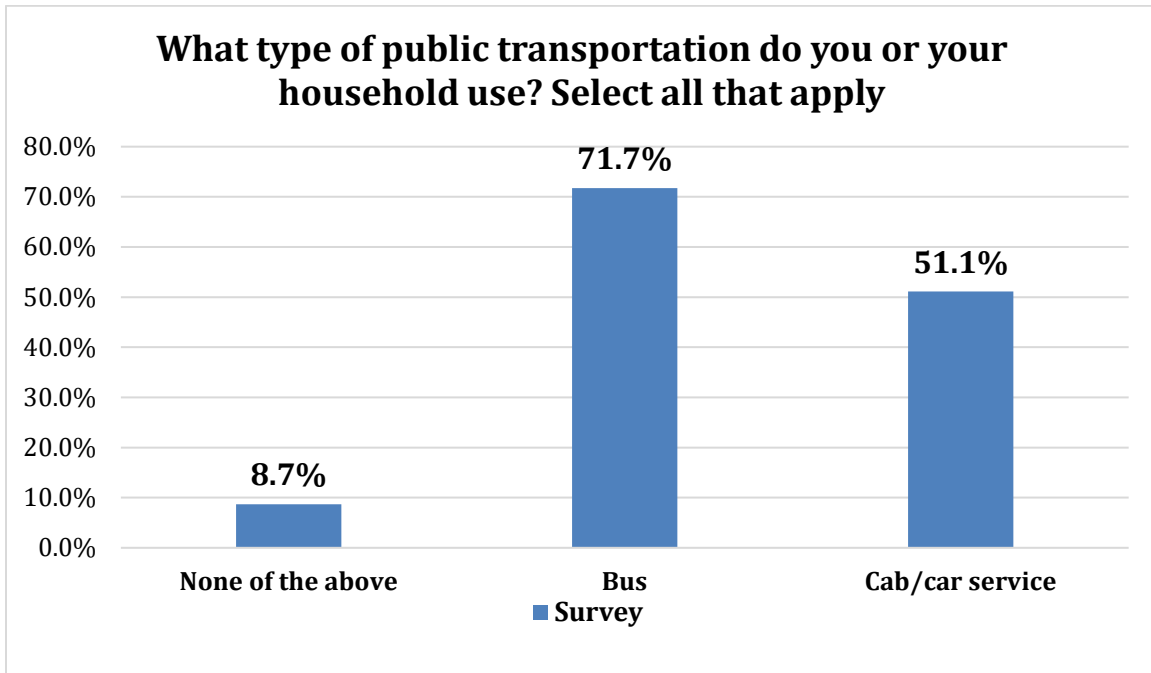
The significant number, 82.65% of survey participants indicated that they or someone in their household had used public transportation in Somerset County in the past 12 months, while 17.35% indicated they or someone in their household had not used public transit.



Participants were asked to identify the reasons that their household uses public transportation. Over half of the respondents indicated that they used public transportation for medical services, shopping and errands, or to travel to work. Many others indicated that they utilize public transit for school, daycare, and religious activity, social and recreational activities, or for meals. Few individuals indicated that they used public transportation to transport someone else, or indicated that they did not use public transportation for any of the reasons mentioned above.

About 40% of individuals responded that within the last 12 months, they used public transportation more than three times a week. While 20.65% of participants indicated they had used it two or three times per week. Fewer individuals indicated that they used public transportation once a week (8.70%), once or twice a month (10.87%), or a few times (6.52%). There were 13.04% of individuals that said their household had not used public transportation within the last year.

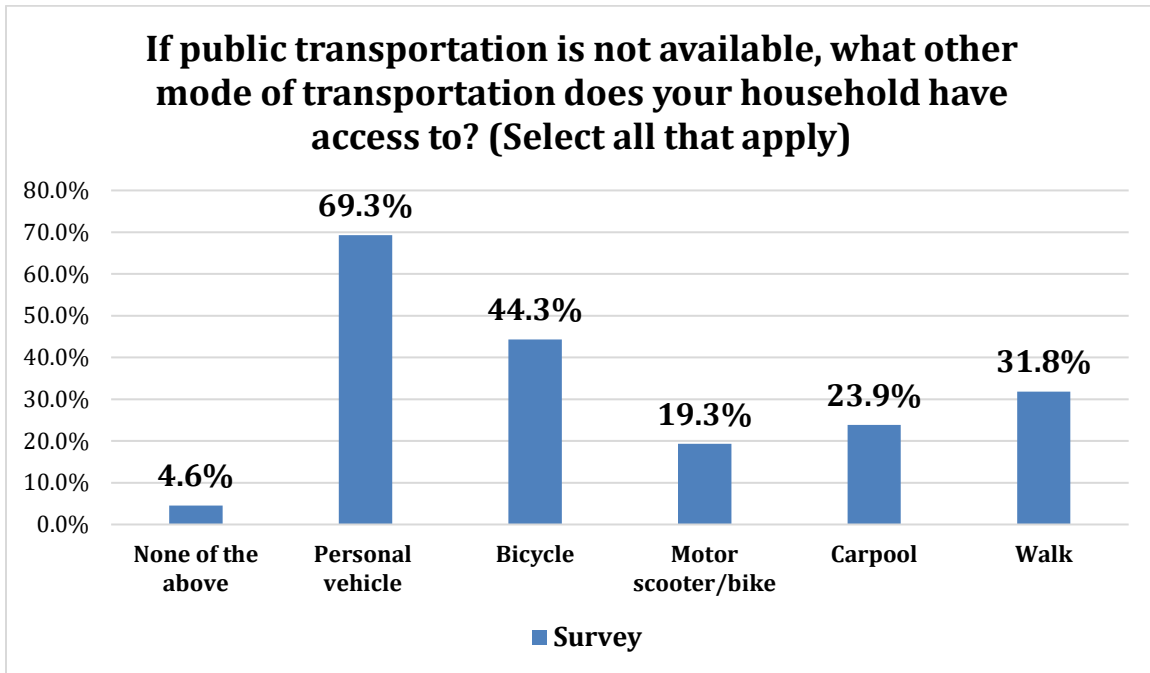
Participants were asked to describe what types of public transportation their household uses. The chart below depicts the kind of transportation most used by participants. There were nine responses in the “other” category that specified the use of medical transportation.



Most (52.17%) participants indicated Uber and Lyft as companies their household uses for public transportation, 39.13% specified Shore Transit, 15.22% none of these above, and 8.70% other (please specify). There were five mentions of using Somerset Medical Transportation for public transportation in the open-ended responses.

Responses varied on what barriers participants faced when using public transportation within the county. Over half (51.11%) of responses specified that the lack of adequate pick-up and drop-off locations was a barrier to their household using public transportation in Somerset County. Some (33.33%) individuals indicated that public transportation was too far away, 32.22% noted affordability, 28.89% cited safety issues, 14.44% responded none of the above, and 7.78% of participants did not qualify for public transportation assistance. The other response category varied as there were three mentions of a lack of scheduled routes and three mentions of a lack of needed pick-up and drop-off locations.

When individuals were asked to indicate if someone in their household has quit or lost a job due to unreliable transportation, 41.30% of participants specified yes, while the majority (58.70%) indicated no. However, 56.52% of individuals specified that lack of transportation had prevented someone in their household from working. While 43.48% of participants indicated that transportation had not prevented someone in their household from working.



The chart above depicts what other modes of transportation participants’ households can access. There were three open-ended responses that specified that participants get rides from someone they know, such as friends and family members.

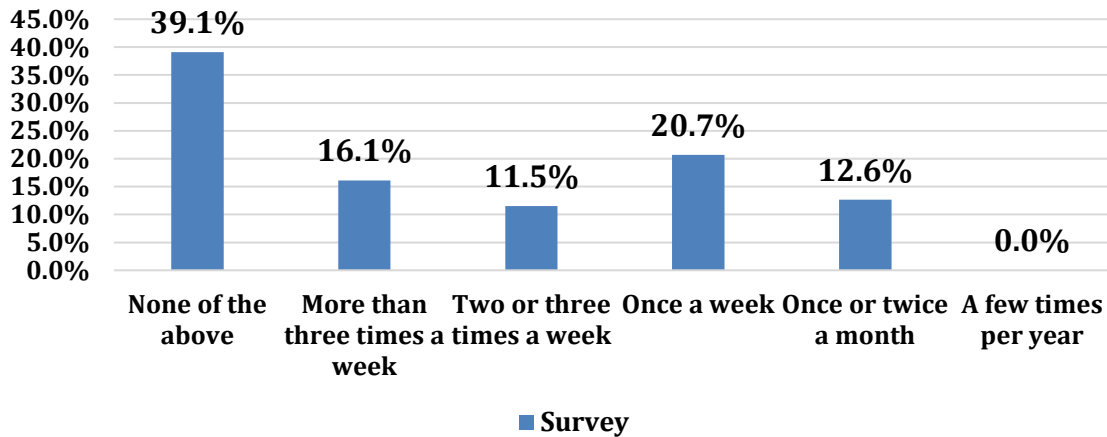
Half (50%) of participants indicated that their household had one vehicle, while 22.83% had none, 22.83% had two, 4.35% had three, and none had more than three vehicles.

Individuals were asked to identify how many of their vehicles cannot be used or do not run. Most (66.18%) respondents indicated none of their vehicles could not run, 32.35% indicated one vehicle, and 1.47% indicated two vehicles.

Most participants (53.03%) indicated that gas prices were the cause for not using their personal vehicles. Other reasons cited for not using their vehicle were because their cars require mechanical work(10.61%), they have no insurance (7.58%), and the primary operators do not have a valid driver’s license (6.06%).

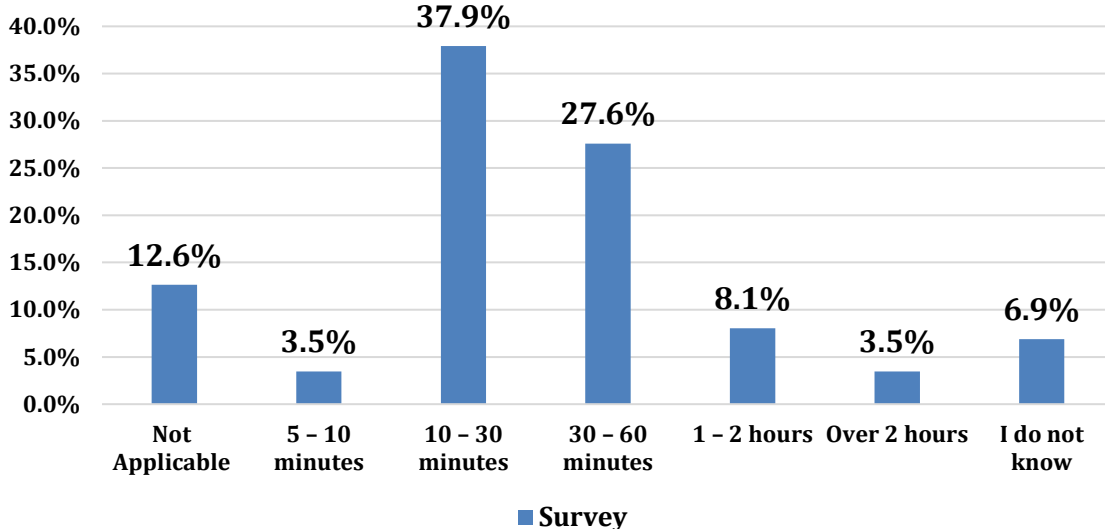
Respondents were asked to identify how their child travels to and from school activities when Somerset County Public Schools transportation is not offered. Responses varied, 32.94% of participants indicated the bus, 24.71% drove their child themselves, 11.76% carpooled, 3.53% used cabs or car services, and 27.06% none of the above. The other four participant responses indicated that they had no children living in their household.

How often do your children have activities outside of scheduled school hours? (This includes after-school activities like sports or work or scheduled off-premise appointments during school hours)



Participants’ responses varied on how far away they were from the nearest public transportation pick-up location. The majority (37.50%) of individuals live less than one mile from a pick-up location, 35.23% one to three miles, 13.64% three to five miles, 4.55% five to ten miles, 3.41% more than ten miles, and 5.68% do not know. Respondents were asked to indicate the average length of their commute. The results are detailed in the chart below.

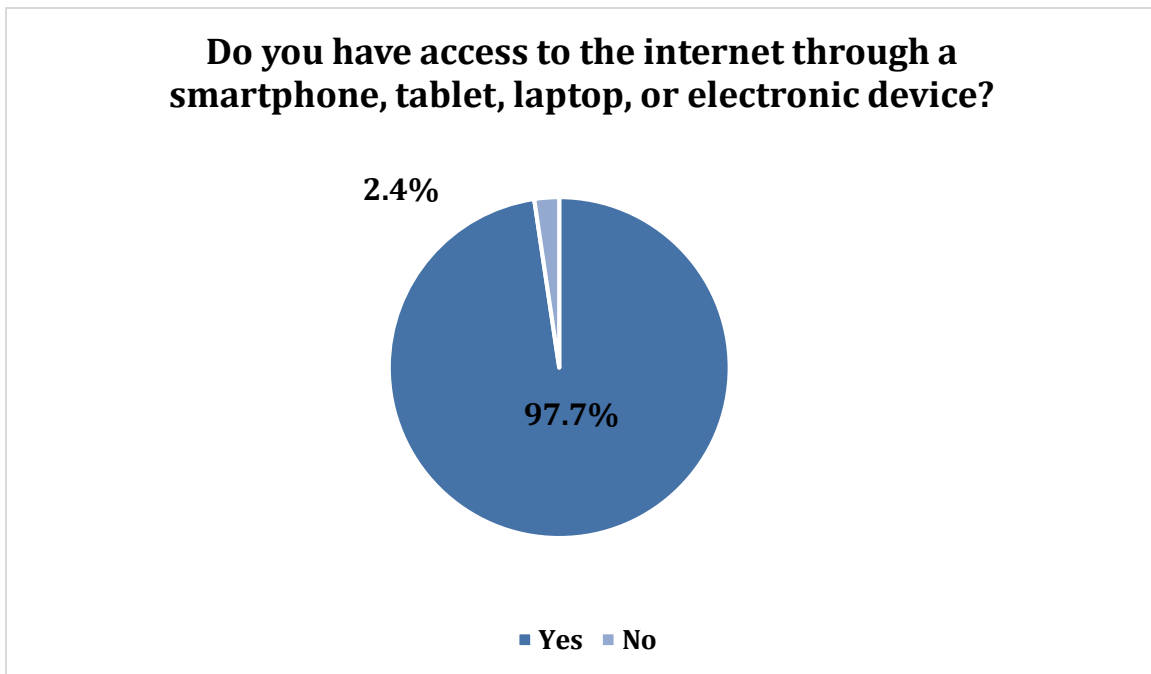
On average, how long is your commute while traveling by public transportation?



When individuals were asked how aware they were of how many times throughout the day a bus picks up and drops-off individual, 32.95% indicated slightly aware, 30.68% somewhat aware, 22.73% not at all aware, 12.50% moderately aware, 1.14% extremely aware.

On average, respondents indicated that they are accompanied by one member of their immediate family while using public transportation (43.18%). While 19.32% of participants indicated that it was not applicable, 26.14% none, 9.09% two family members, and 2.27% three family members.

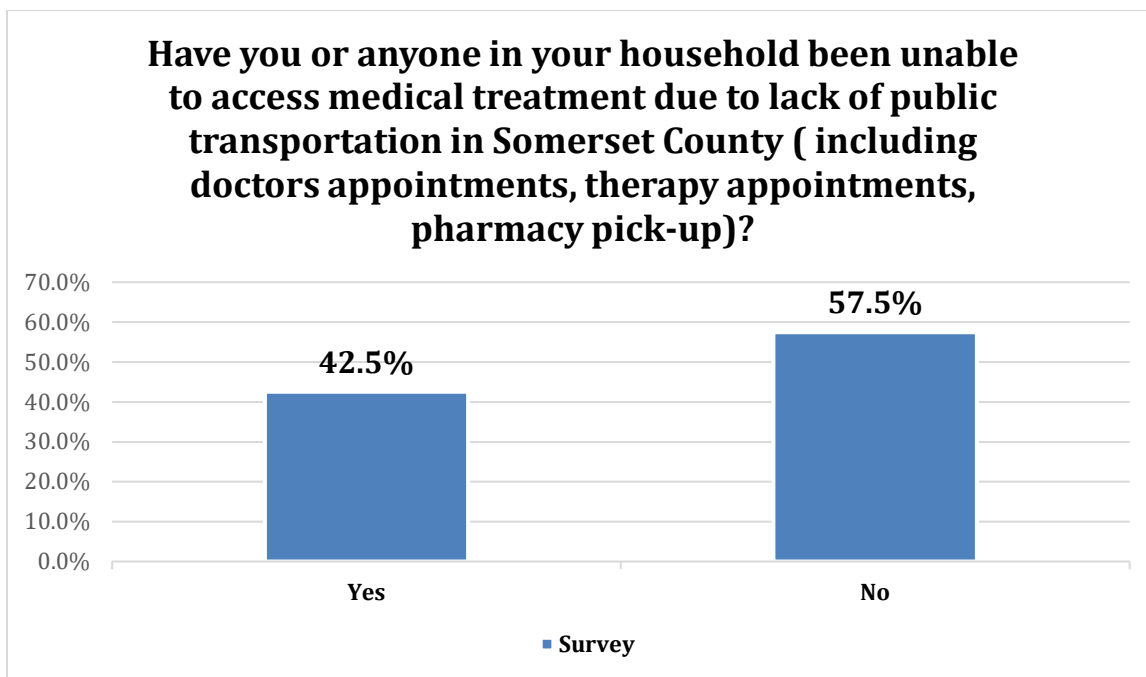
Participants were asked to identify the level of difficulty they experience when trying to schedule a trip using public transportation. Almost half (47.56%) of participants indicated difficult while 23.17% responded neutral, 18.39% easy, 7.32% very difficult, and 3.66% very easy.



Individuals without internet were asked if the lack of internet has hindered their ability to use public transportation. The majority (60%) specified that lack of internet has never hindered their ability to use public transportation. In comparison, 40% of participants indicated that lack of internet often hinders their ability to use public transportation.

To understand how locality impacted public transportation participants were asked how a rural area has affected their ability to access transportation services. Over half of the respondents indicated that they felt neutral or slightly impacted due to living in a rural area regarding their access to public transportation (57.1%).

Responses indicated that 63.95% of participants have someone in their household that requires regular medical visits, while 36.05% of participants do not have anyone in their household that requires regular medical visits.



When asked what improvements can be made to Somerset County’s public transportation, participants provided a wide range of suggestions; the need for more buses and bus stops was mentioned most frequently by participants (thirty times). There were ten mentions of increasing the number of public transportation options, including improving access to rideshare options. Improvements to bus routes and schedules were mentioned nine times, improvements to intersection delays and other traffic concerns such as lights, roads, and bus lanes eight times, more bus stations three times, more paratransit options two mentions, and more communication with residents about public transportation options two mentions.

Focus Groups

Data Collection

Deployment strategies utilized to gain participation in the focus groups included community postings and social media promotion. Focus groups were conducted amongst Somerset County residents, focusing on low-income communities regarding their attitudes, needs, and behaviors surrounding public transportation within the county. Somerset County's Local Management

Board will use the information gathered in these focus groups as a guide to address local public transportation needs. Participants were asked 11 open-ended questions to determine their opinions on Somerset County's public transportation options.

Methodology and Challenges

BEACON held three focus groups throughout Somerset County to gain insight into the needs and barriers targeted residents face when using public transportation within the county. BEACON attempted three focus groups with adult participants. However, due to low participation rates, only one focus group with adult participants was completed. The focus group was held at Crisfield's Library on November 16th, 2022.

BEACON, with the help of SCLMB, was able to partner with the Somerset County School System. Through this partnership, BEACON was able to host two focus groups with youth in Somerset County. BEACON held a focus group at Washington High School on December 13th, 2022, and Crisfield High School on December 14th, 2022, to gather information from local high school students on Somerset County's public transportation. The local high schools ensured that BEACON collected responses from a wide range of students with different socioeconomic backgrounds. BEACON received input from over 20 individuals.

Common Themes

- 1. *Public transportation is not reliable in Somerset County.*** Most participants agreed that existing public transportation options, such as Shore Transit and Smith Island ferries, could be more reliable for residents. Participants mentioned that passengers endure long wait times before they reach their final destination and have concerns if they can get back home using public transportation due to limited schedules. They noted that stops are not placed in locations that are convenient for residents. Responses also indicated that most residents need to know where to find information about bus schedules and routes.
- 2. *Youth can only participate in after-school activities if they have transportation.*** Almost all participants (youth and adult) specified that lack of transportation impacts Somerset youth's ability to participate in extracurricular activities such as sports, band, or clubs. Several individuals mentioned that they had stopped participating in extracurricular activities due to a lack of transportation. Participants who were still actively participating in after-school activities stated that they faced challenges finding adequate transportation to and from practices. Additionally, the challenges of participation in non-school youth sports at the county recreation complex and Crown in Fruitland was mentioned frequently.

3. ***Limited public transportation options impact residents' ability to maintain employment, attend medical appointments, and go grocery shopping.*** Participant feedback indicated that existing bus routes and schedules make it difficult for individuals to get to and from work using public transportation. Responses specified that buses are the only public transportation option for most residents, yet the last bus stops runs at 6:00 pm, and bus stop locations are not accessible to most individuals. Due to Somerset County's rural area, rideshare and food delivery services are unavailable. Residents must drive, carpool, or walk to appointments and grocery stores.
4. ***Active transportation is not practical for residents within the community.*** Many participants stated that there were more realistic options for individuals within the community than active transportation options such as walking and bike riding. Responses varied on why active transportation could have been more practical for residents of Somerset County. Some participants mentioned that they had to cross highways with no pedestrian crossing options while walking to their destinations or had to travel along railroad tracks. Other responses indicated that walking was not an option because they lived too far and were uncomfortable walking such a long distance.
5. ***Improvements should be made to existing public transportation options.*** Most feedback indicated that better communication with residents about public transportation services, decreased wait times, and increased bus stops are improvements that could be made to Somerset County's existing public transportation structure. Some participants mentioned that they did not always feel safe on buses due to unsanitary conditions, obnoxious people, and unpleasant bus drivers.
6. ***There is a need for more public transportation options.*** Almost all participants agreed they would like more public transportation options within Somerset County. Participant suggestions varied on what public transportation options individuals would like to have access to. Most responses specified wanting access to rideshare applications such as Uber and Lyft, while others mentioned trains, electric scooters, and electric bikes.

Key Informant Interviews

Data Collection

SCLMB curated a list of key stakeholders who would be the most knowledgeable about Somerset County's residents' public transportation barriers and needs. Key Informant (KI)

interviews were scheduled via email or direct phone calls to potential participants. These emails and calls included a brief background of the project, a reference to SCLMB, and interview logistics (i.e., the approximate number of questions, the amount of time expected for the interview, and the overall timeline for completing interviews).

Follow-up emails were sent to confirmed participants, including the meeting invitation and details regarding what to expect on the day of the meeting. A total of ten individuals were contacted to participate in these conversations. When participants were unresponsive to the initial email, BEACON attempted to get them twice. All ten participants were contacted using the designated contact information provided by the SCLMB. A total of six individuals responded, and five individuals were interviewed. The key informant interviews began on December 1st, 2022. Interview notes were analyzed and summarized by question type. All participating agencies were asked the same questions, which helped develop core themes.

Common Themes: All Participants

- 1. *Lack of transportation impacts residents' ability to work.*** Many participant responses indicated that lack of reliable transportation is a barrier for residents who want to work. Individuals stated that the limited bus schedule and route options make it difficult for residents to get to and from work. Only one participant mentioned that existing public transportation allows residents to work in and out of county limits. Key informants specified that some residents are offered jobs but cannot accept them due to a lack of reliable transportation.
- 2. *Elderly, youth, and low-income residents are impacted the most by the lack of public transportation.*** Almost all key informants agreed that elderly residents are significantly affected by the lack of public transportation options. Responses indicated that elderly residents could not sit on buses for long periods, missed medical appointments, and lacked access to necessities such as food, social activities, and shelter. Participants stated that youth need help to get to after-school activities and work. Responses mentioned that low-income and/or fixed-income individuals could not afford public or private transportation.
- 3. *The existing public transportation options needs to be improved.*** All participants agreed that improvements must be made to the existing public transportation options. Participants specified that location, funding, and staffing issues were barriers to improving the current public transportation structure. Key informants mentioned that service availability improvements, rides lengths, and route options would benefit Somerset County's residents, especially in the rural areas beyond Princess Anne.

4. ***The needs of Somerset County residents should be identified and implemented by the existing public transportation agency.*** Participants suggested that community members are directly surveyed about their needs. Individual responses mentioned that to gain needed responses, organizations may have to go door to door and develop a system to ensure that residents' needs are met. Responses indicated a lack of direct communication between Shore Transit residents about existing schedules and route options.
5. ***There is a need for more public transportation options.*** Almost all participants agreed that there is a need for more public transportation options within Somerset County. Rideshare applications and passenger vans were transportation suggestions from key informants. Participants specified deploying smaller vans to transport residents living in rural and more excluded areas of Somerset County. Responses indicated there is a need for more non-emergency transportation that requires fewer qualifications to use.
6. ***Free public transportation options are offered to select individuals.*** Most participants indicated that free transportation options are provided to elderly residents, registered students, disabled individuals, and low-income families. Residents who do not meet the qualifications for services are not offered free services from local organizations. Participants added that the transportation is focused around Princess Anne and its surrounding areas. Public transportation does not extend to the rural and more regions excluded of Somerset County.

Linkages between Survey, Focus Groups and Key Informants

Linkages were determined by analyzing the survey, focus group discussion, and key informant interviews. These linkages provide insight into the barriers and needs of residents within Somerset County's community. These linkages will be used by the SCLMB as a guide to address transportation needs and challenges within the county.

1. ***Somerset County needs a reliable public transportation option.***
 - a. Most residents do not use Shore Transit due to service availability and route options. It was also specified that bus rides were long and challenging to navigate.
 - b. All groups indicated that the existing transportation options needs to be improved. Many participants did not know where to go to obtain accurate information about scheduling and routes.
2. ***The need for transportation options impacts youth.***
 - a. A majority of participants mentioned that youth could not participate in extracurricular and after-school activities due to lack of transportation.

3. ***Somerset County residents need access to ride-share applications.***
 - a. Participants indicated that having access to ridesharing apps such as Uber and Lyft would help residents significantly with their transportation needs.

4. ***Some individuals cannot gain or maintain employment due to transportation barriers.***
 - a. All groups agreed that the need for more reliable public transportation is the leading factor for why Somerset County residents who are able do not work.
 - b. Participants identified that this impacts youth's ability to work.

5. ***Somerset County residents who rely on public transportation need help with gaining access to grocery stores, medical appointments, and social gatherings.***
 - a. A majority of participants specified that individuals without private options struggle to access their necessities.

Recommendations

The key findings analyzed above were used along with secondary research to develop the following recommendations. These recommendations will guide the future planning efforts of SCLMB. These recommendations should offer the SCLMB forward and focused directions.

Recommendation 1: Collaborate with Shore Transit to improve the current service availability.

- a. Survey Somerset County residents on what scheduling and route options are needed.
- b. Extend bus hours of operation.
- c. Reduce the length of bus trips.
- d. Add bus stops in rural and more excluded areas of Somerset County.
- e. Ensure there are frequent scheduled stops at grocery stores, churches, medical centers, and hospitals.

Recommendation 2: Increase transportation options for Somerset County residents.

- a. Work with local transportation businesses to provide additional transportation for individuals who live in excluded areas.
- b. Increase public on-demand options.
- c. Develop safe active transportation options such as Rail to Trails for residents.⁶
- d. Provide passenger van transportation for youth for after-school and extracurricular activities.

⁶ Rails-to-Trails Conservancy (2022)

- e. Implement the Transportation Reimbursement Incentive Program (TRIP) model.⁷

TRIP is the Transportation Reimbursement Incentive Program, that allows users to lower their commuting costs by using-before tax dollars, (your pay before federal, most state and city income taxes, and social security taxes are deducted, to pay for qualified transportation expenses.

When a user enrolls in TRIP, they'll receive a transit card, and their card will be replenished each month through payroll deductions to purchase your transit pass, pay for qualified parking or reimburse yourself for qualified expenses based on arrangements you make when you enroll.

Here is the link for more information about it.

<https://ilpconnect.org/faq-trip-model/>

Below are links for additional general information:

<https://www.publicisconnections.com/WorkLife-Benefits/Transportation-Reimbursement-Incentive-Plan#>

<https://www.adelphi.edu/hr/benefits/the-transportation-reimbursement-incentive-program-trip/>

Recommendation 3: Increase communication with residents about public transportation options.

- a. Attend community outreach events to bring awareness to public transportation options.
- b. Increase postings within the community of transportation schedules.

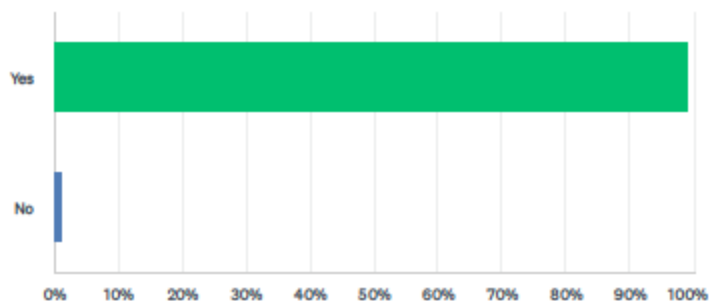
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⁷ What to Expect When You Start a TRIP Program? ILP Connect (2015)

Appendix A: Summary of Survey Results

Q1 Are you a Somerset County resident?

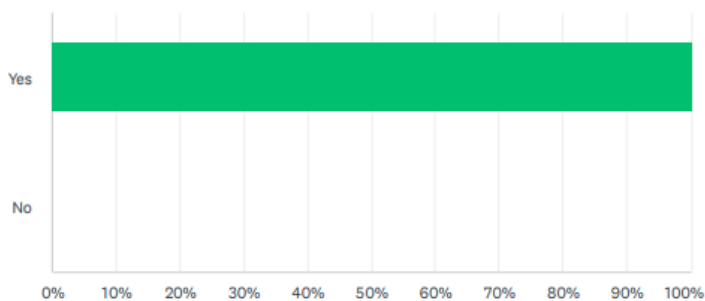
Answered: 100 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	99.00%	99
No	1.00%	1
TOTAL		100

Q2 Are you 18 years or older?

Answered: 99 Skipped: 1



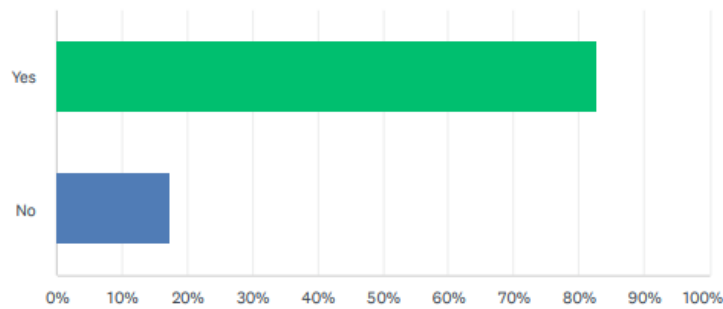
ANSWER CHOICES	RESPONSES	
Yes	100.00%	99
No	0.00%	0
TOTAL		99

Q3 What is your zip code?

Zip Code	Count	Town
21853	14	Princess Anne
21817	19	Crisfield
21851	5	Pocomoke
21838	3	Marion Station
21821	2	Deal Island
Other	54	Out of county / No Answer

Q4 Have you or anyone in your household used Public Transportation in Somerset County in the past 12 months? Public Transportation includes: public buses (fixed route services), demand-response public transit (dial-a-ride), non-emergency medical transit, taxi or rideshare options (Uber).

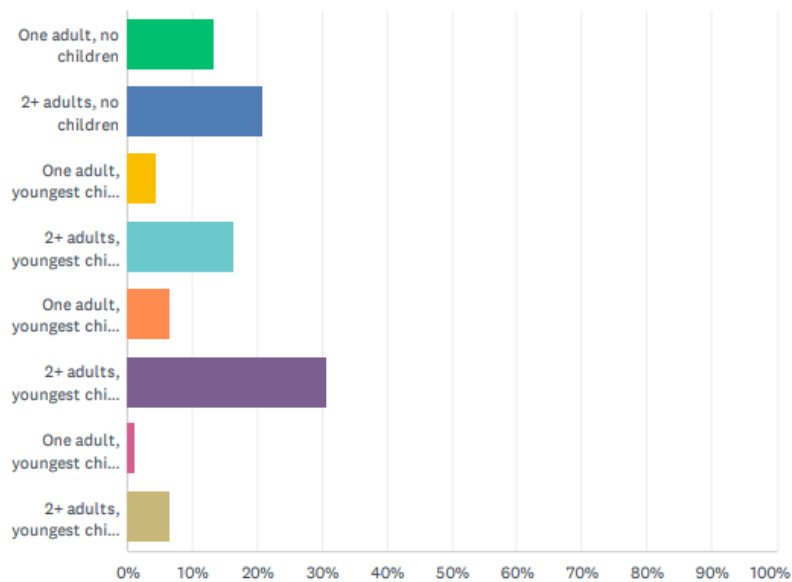
Answered: 98 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	82.65%	81
No	17.35%	17
TOTAL		98

Q5 Which of the following best describes your household?

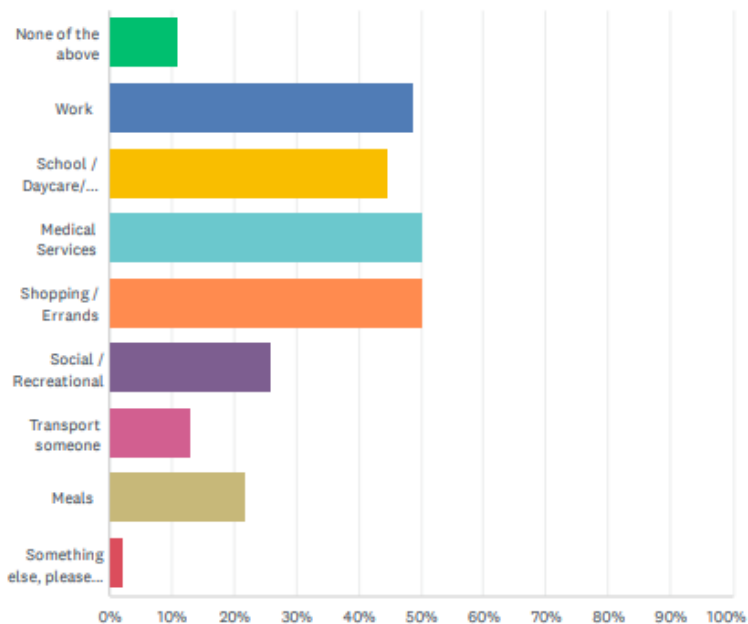
Answered: 91 Skipped: 9



ANSWER CHOICES	RESPONSES
One adult, no children	13.19% 12
2+ adults, no children	20.88% 19
One adult, youngest child 0 – 5	4.40% 4
2+ adults, youngest child 0 -5	16.48% 15
One adult, youngest child 6 – 15	6.59% 6
2+ adults, youngest child 6- 15	30.77% 28
One adult, youngest child 16 – 21	1.10% 1
2+ adults, youngest child 16- 21	6.59% 6
TOTAL	91

**Q6 For what purpose do you or your household use public transportation?
 Select all that apply**

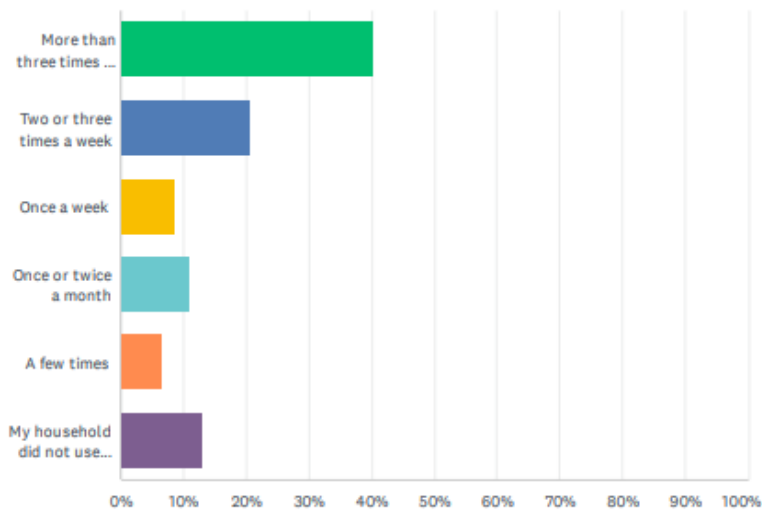
Answered: 92 Skipped: 8



ANSWER CHOICES	RESPONSES	
None of the above	10.87%	10
Work	48.91%	45
School / Daycare/ Religious Activity	44.57%	41
Medical Services	50.00%	46
Shopping / Errands	50.00%	46
Social / Recreational	26.09%	24
Transport someone	13.04%	12
Meals	21.74%	20
Something else, please explain	2.17%	2
Total Respondents: 92		

Q7 In the past 12 months, how often did you or someone in your household use public transportation?

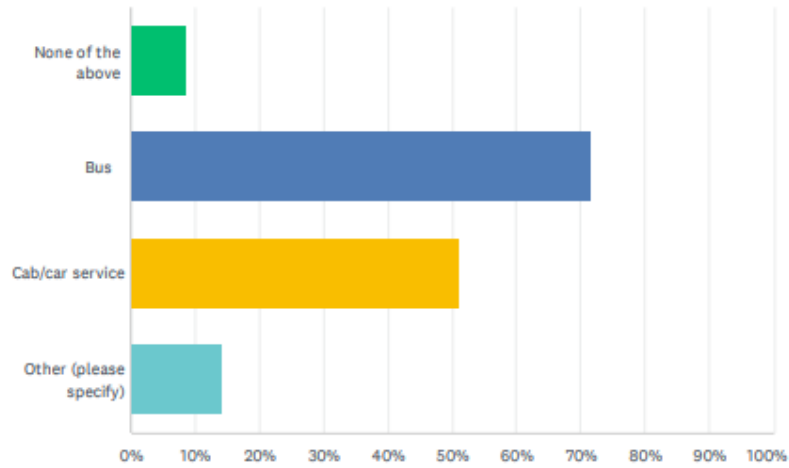
Answered: 92 Skipped: 8



ANSWER CHOICES	RESPONSES	
More than three times a week	40.22%	37
Two or three times a week	20.65%	19
Once a week	8.70%	8
Once or twice a month	10.87%	10
A few times	6.52%	6
My household did not use public transportation in the past 12 months	13.04%	12
TOTAL		92

**Q8 What type of public transportation do you or your household use?
 Select all that apply**

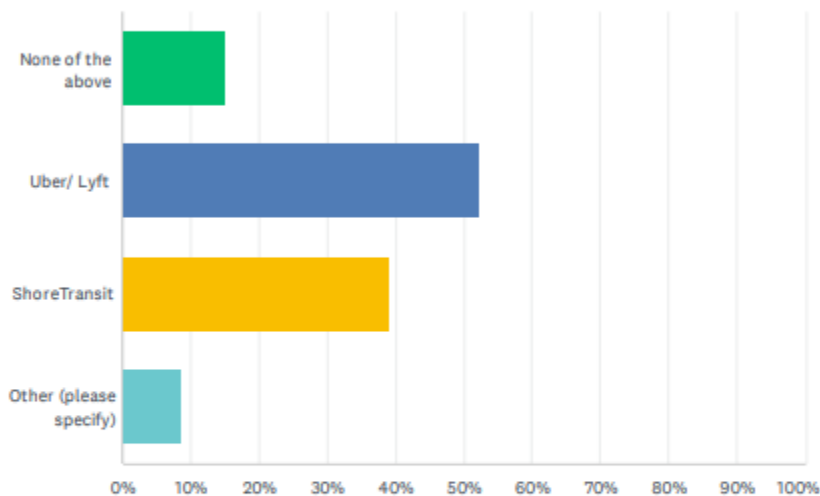
Answered: 92 Skipped: 8



ANSWER CHOICES	RESPONSES
None of the above	8.70% 8
Bus	71.74% 66
Cab/car service	51.09% 47
Other (please specify)	14.13% 13
Total Respondents: 92	

Q9 Are there any specific companies that you or your household use for public transportation? Select all that apply.

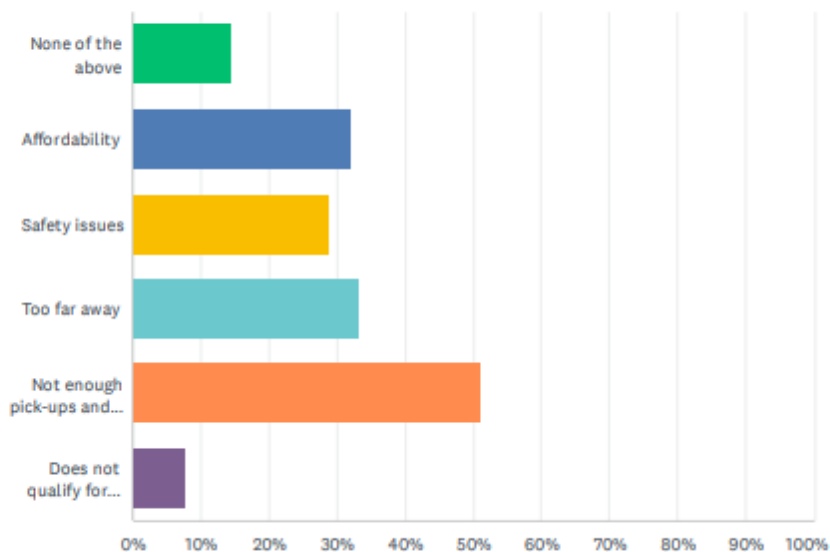
Answered: 92 Skipped: 8



ANSWER CHOICES	RESPONSES	
None of the above	15.22%	14
Uber/ Lyft	52.17%	48
ShoreTransit	39.13%	36
Other (please specify)	8.70%	8
Total Respondents: 92		

Q10 What are your household's barriers when it comes to using public transportation in Somerset County? Select all that apply

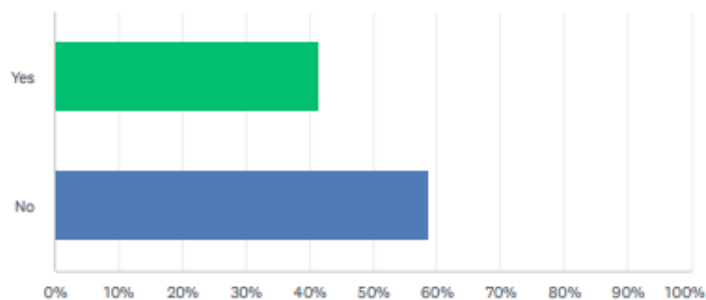
Answered: 90 Skipped: 10



ANSWER CHOICES	RESPONSES
None of the above	14.44% 13
Affordability	32.22% 29
Safety issues	28.89% 26
Too far away	33.33% 30
Not enough pick-ups and drop-offs	51.11% 46
Does not qualify for public transportation assistance	7.78% 7
Total Respondents: 90	

Q11 Have you or someone in your household ever quit a job or lost a job because of unreliable transportation to get to work?

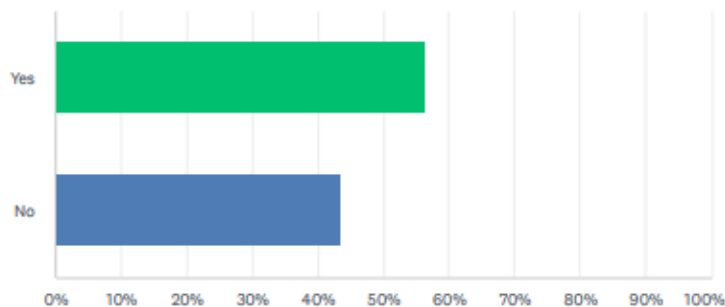
Answered: 92 Skipped: 8



ANSWER CHOICES	RESPONSES	
Yes	41.30%	38
No	58.70%	54
TOTAL		92

Q12 Do the lack of transportation options prevent you or someone in your household from working?

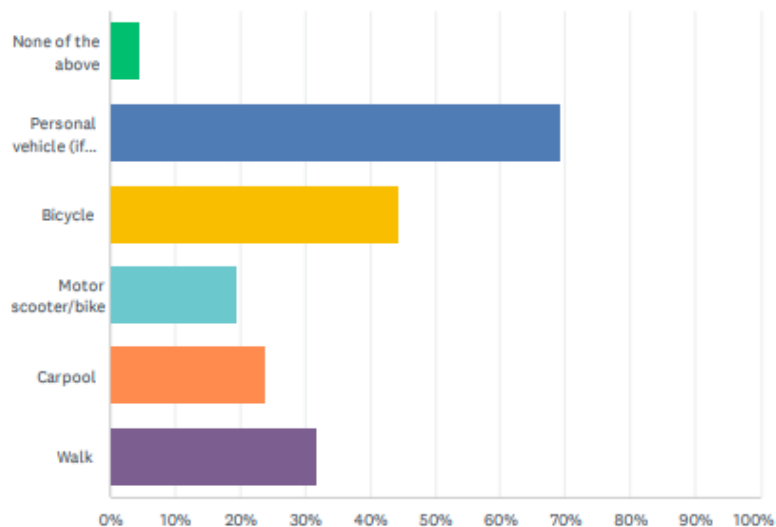
Answered: 92 Skipped: 8



ANSWER CHOICES	RESPONSES	
Yes	56.52%	52
No	43.48%	40
TOTAL		92

Q13 If public transportation is not available, what other mode of transportation does your household have access to? Select all the apply

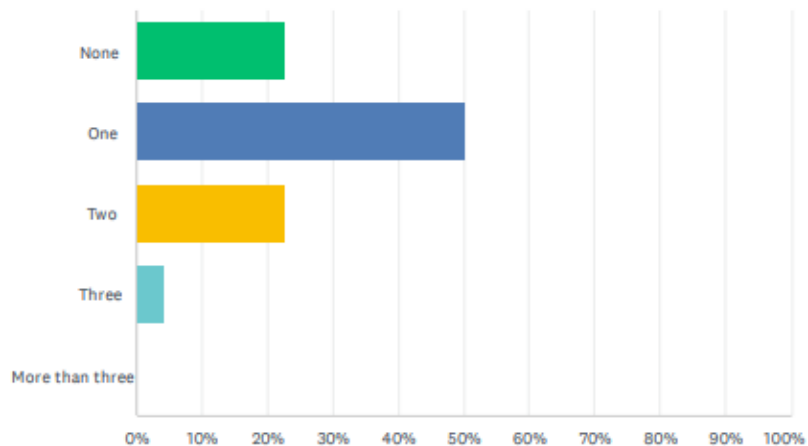
Answered: 88 Skipped: 12



ANSWER CHOICES	RESPONSES
None of the above	4.55% 4
Personal vehicle (if selected follow-up question)	69.32% 61
Bicycle	44.32% 39
Motor scooter/bike	19.32% 17
Carpool	23.86% 21
Walk	31.82% 28
Total Respondents: 88	

Q14 How many personal vehicles does your household have?

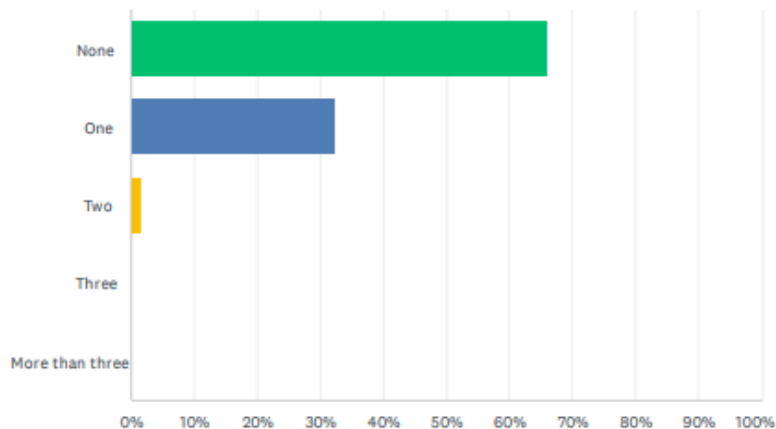
Answered: 92 Skipped: 8



ANSWER CHOICES	RESPONSES	
None	22.83%	21
One	50.00%	46
Two	22.83%	21
Three	4.35%	4
More than three	0.00%	0
TOTAL		92

Q15 How many of your personal vehicles do not run, or can't be used?

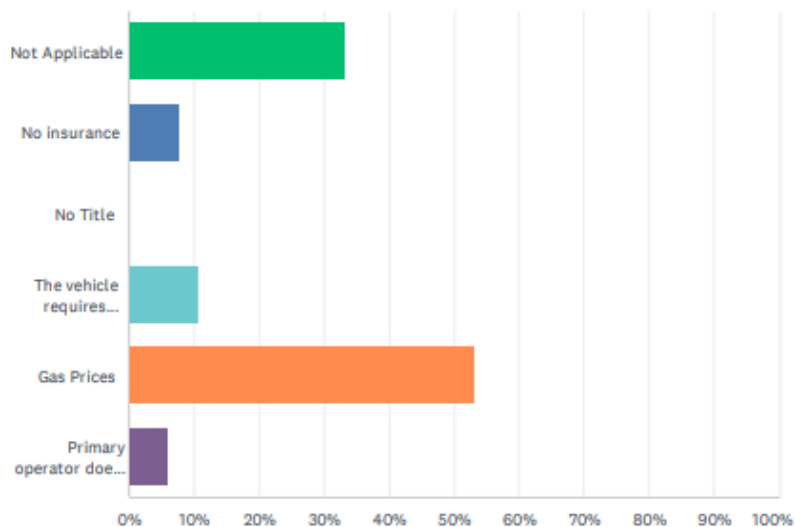
Answered: 68 Skipped: 32



ANSWER CHOICES	RESPONSES	
None	66.18%	45
One	32.35%	22
Two	1.47%	1
Three	0.00%	0
More than three	0.00%	0
TOTAL		68

Q16 If you do not use your personal vehicles for transportation, please indicate why.

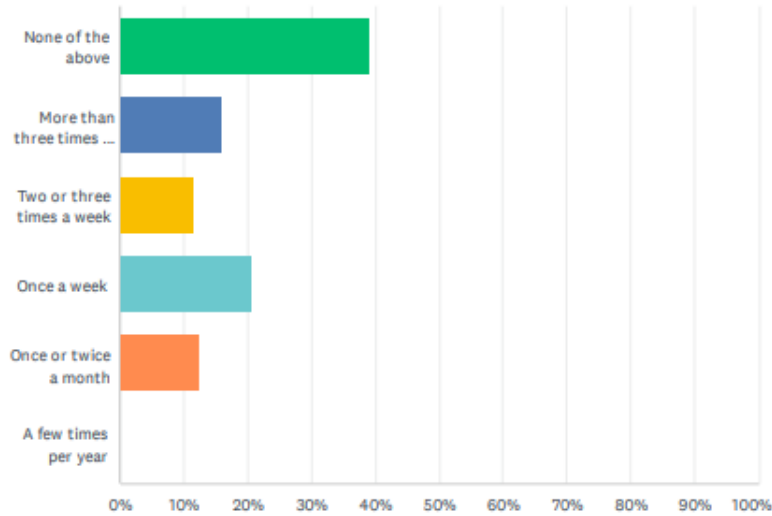
Answered: 66 Skipped: 34



ANSWER CHOICES	RESPONSES	
Not Applicable	33.33%	22
No insurance	7.58%	5
No Title	0.00%	0
The vehicle requires mechanical work	10.61%	7
Gas Prices	53.03%	35
Primary operator does not have a valid drivers license	6.06%	4
Total Respondents: 66		

Q17 How often do your children have activities outside of scheduled school hours? (This includes after-school activities like sports or work or scheduled off-premise appointments during school hours)

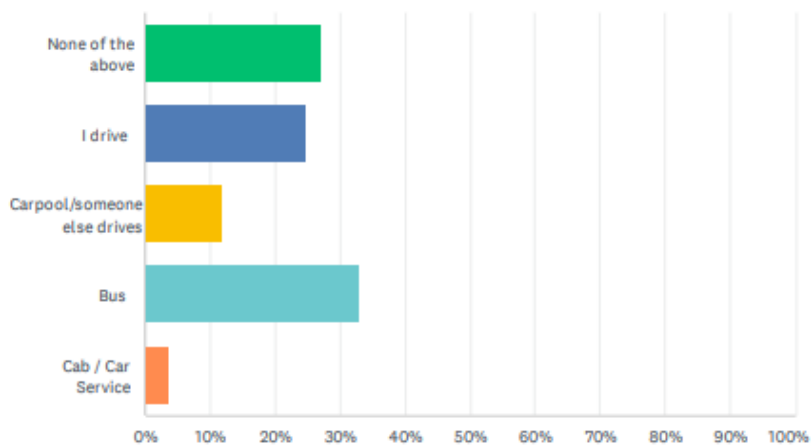
Answered: 87 Skipped: 13



ANSWER CHOICES	RESPONSES	
None of the above	39.08%	34
More than three times a week	16.09%	14
Two or three times a week	11.49%	10
Once a week	20.69%	18
Once or twice a month	12.64%	11
A few times per year	0.00%	0
TOTAL		87

Q18 How is your child transported to and from school activities where Somerset County Public School transportation is not offered? (appointments during school hours, after-school activities, other).

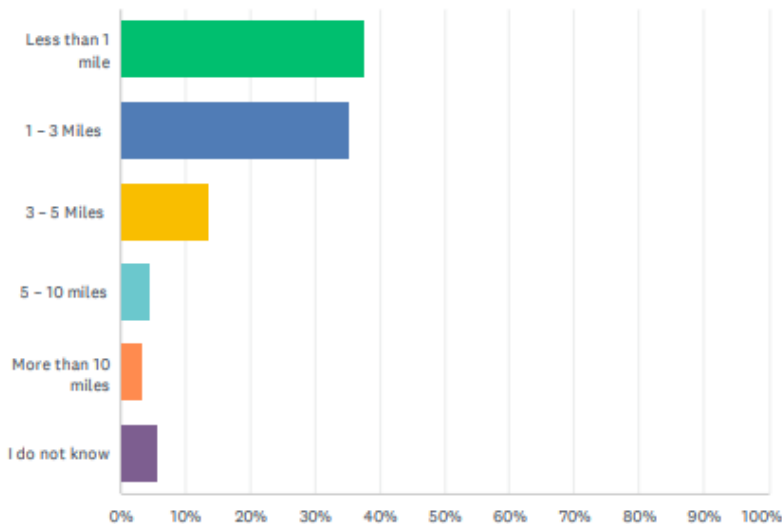
Answered: 85 Skipped: 15



ANSWER CHOICES	RESPONSES	
None of the above	27.06%	23
I drive	24.71%	21
Carpool/someone else drives	11.76%	10
Bus	32.94%	28
Cab / Car Service	3.53%	3
TOTAL		85

Q19 How far away are you from the nearest public transportation pick-up location?

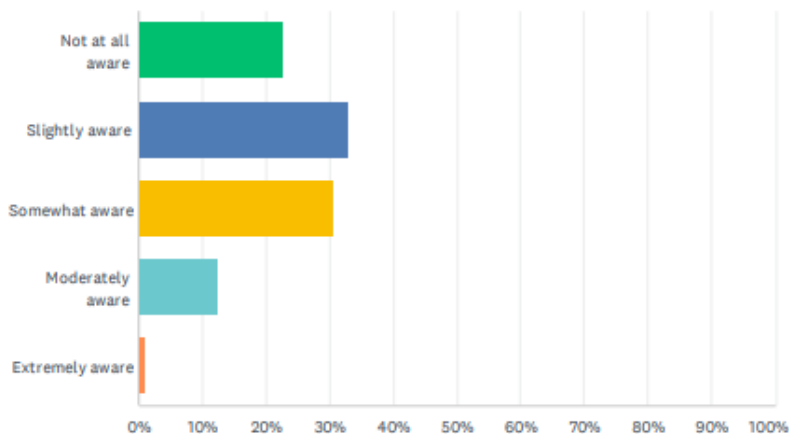
Answered: 88 Skipped: 12



ANSWER CHOICES	RESPONSES	
Less than 1 mile	37.50%	33
1 - 3 Miles	35.23%	31
3 - 5 Miles	13.64%	12
5 - 10 miles	4.55%	4
More than 10 miles	3.41%	3
I do not know	5.68%	5
TOTAL		88

Q20 Are you aware of how many times throughout a day there is a bus that picks up and drops off individuals in your area?

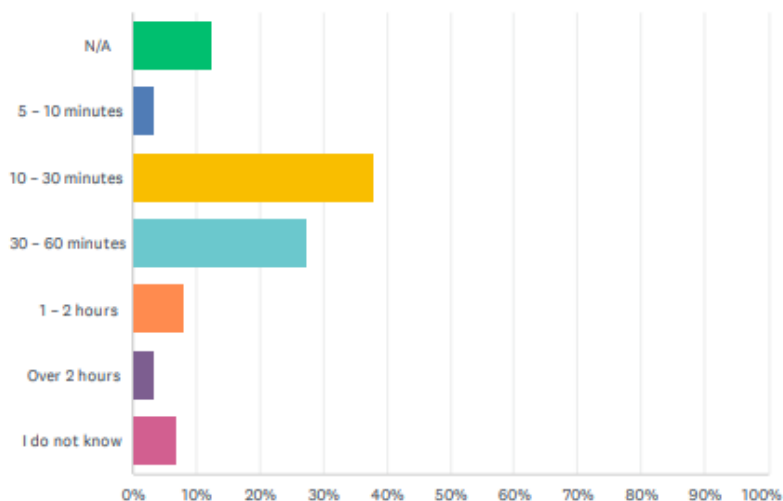
Answered: 88 Skipped: 12



ANSWER CHOICES	RESPONSES	
Not at all aware	22.73%	20
Slightly aware	32.95%	29
Somewhat aware	30.68%	27
Moderately aware	12.50%	11
Extremely aware	1.14%	1
TOTAL		88

Q21 On average, how long is your commute while traveling by public transportation?

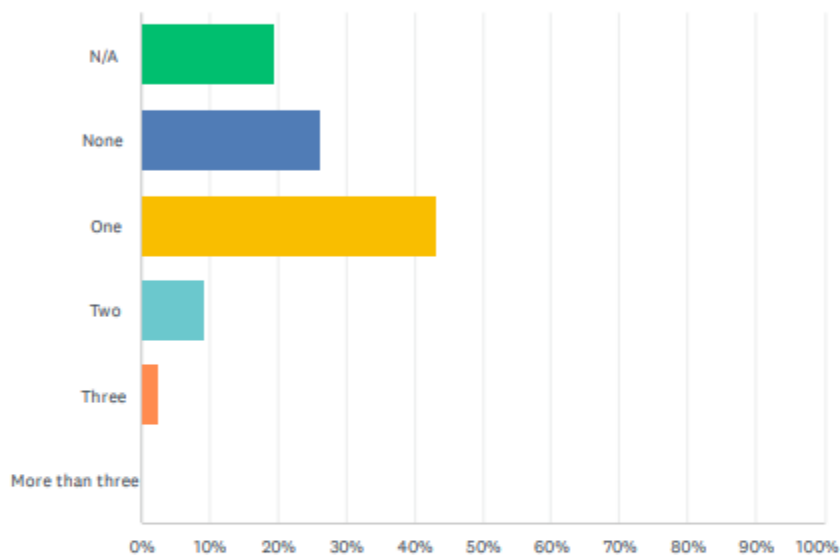
Answered: 87 Skipped: 13



ANSWER CHOICES	RESPONSES	
N/A	12.64%	11
5 – 10 minutes	3.45%	3
10 – 30 minutes	37.93%	33
30 – 60 minutes	27.59%	24
1 – 2 hours	8.05%	7
Over 2 hours	3.45%	3
I do not know	6.90%	6
TOTAL		87

Q22 On average, how many individuals in your immediate family accompany you while using public transportation?

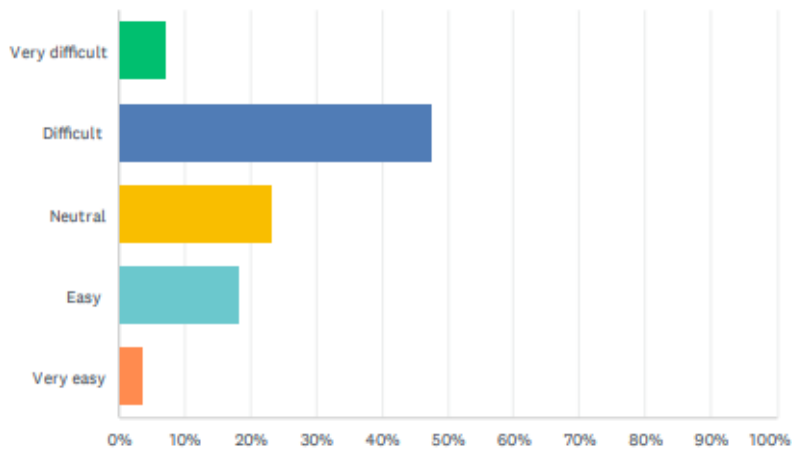
Answered: 88 Skipped: 12



ANSWER CHOICES	RESPONSES	
N/A	19.32%	17
None	26.14%	23
One	43.18%	38
Two	9.09%	8
Three	2.27%	2
More than three	0.00%	0
TOTAL		88

Q23 What level of difficulty do you experience when trying to schedule a trip using public transportation?

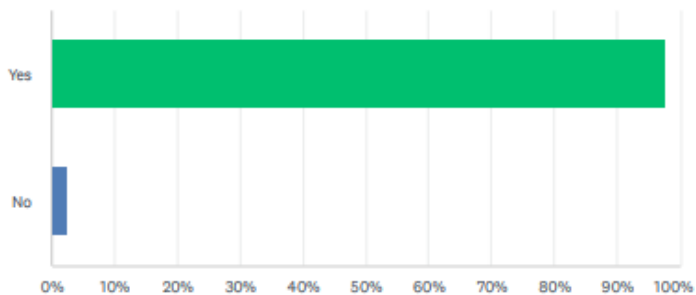
Answered: 82 Skipped: 18



ANSWER CHOICES	RESPONSES	
Very difficult	7.32%	6
Difficult	47.56%	39
Neutral	23.17%	19
Easy	18.29%	15
Very easy	3.66%	3
TOTAL		82

Q24 Do you have access to the internet through a smartphone, tablet, laptop, or electronic device?

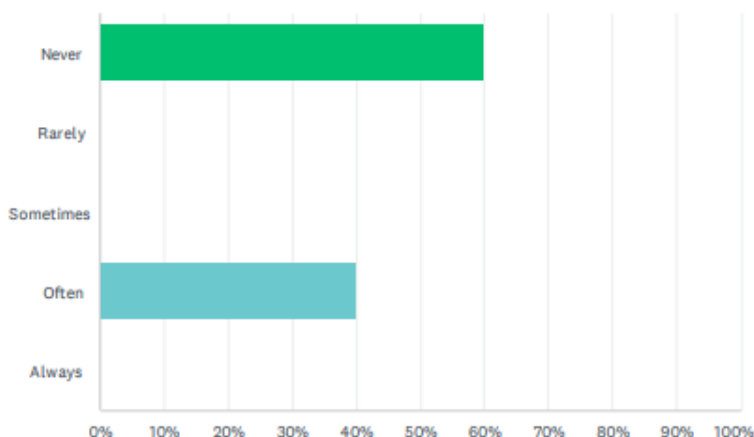
Answered: 85 Skipped: 15



ANSWER CHOICES	RESPONSES	
Yes	97.65%	83
No	2.35%	2
TOTAL		85

Q25 Has lack of internet access hindered your ability to use public transportation?

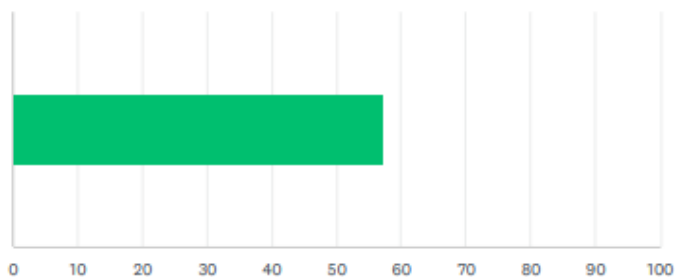
Answered: 5 Skipped: 95



ANSWER CHOICES	RESPONSES	
Never	60.00%	3
Rarely	0.00%	0
Sometimes	0.00%	0
Often	40.00%	2
Always	0.00%	0
TOTAL		5

Q26 Has living in a rural area affected your ability to easily access public transportation?

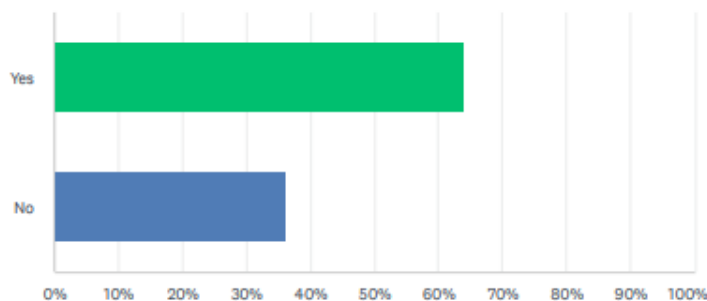
Answered: 83 Skipped: 17



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	57	4,738	83
Total Respondents: 83			

Q27 Do you or anyone in your household require regular medical visits?

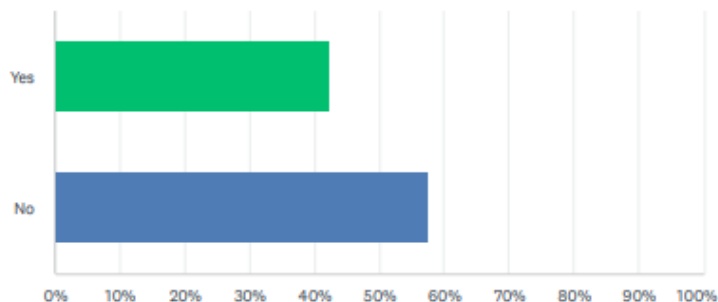
Answered: 86 Skipped: 14



ANSWER CHOICES	RESPONSES	
Yes	63.95%	55
No	36.05%	31
TOTAL		86

Q28 Have you or anyone in your household been unable to access medical treatment due to lack of public transportation in Somerset County (including doctors' appointments, therapy appointments, pharmacy pick-up)?

Answered: 87 Skipped: 13



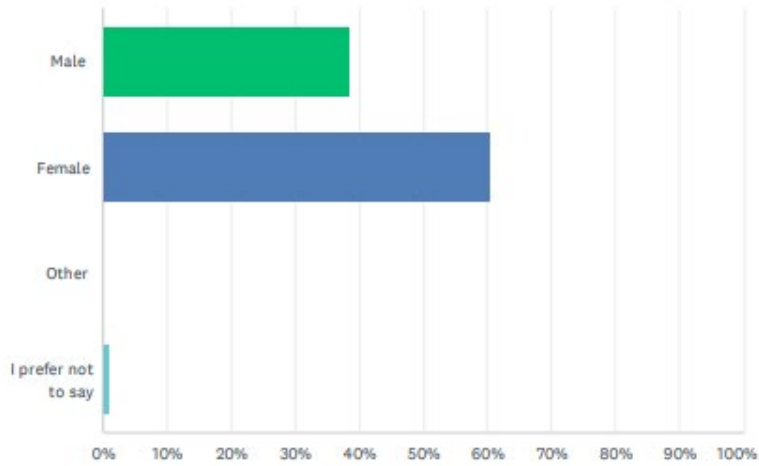
ANSWER CHOICES	RESPONSES	
Yes	42.53%	37
No	57.47%	50
TOTAL		87

Q29 What can Somerset County do to improve its public transportation?
(open-ended question, themes summarized)

Theme	Count
Increase the number of buses and bus stops	30
Increase the number of public transportation options including cab/ rideshare options	10
Increase bus routes / scheduling	9
More docking stations	1
More bus stations	3
Improve intersection delays and other traffic concerns such as lights, roads, and bus lanes	8
Paratransit options	2
Improve communication with residents about public transportation options	2

Q30 What is your gender?

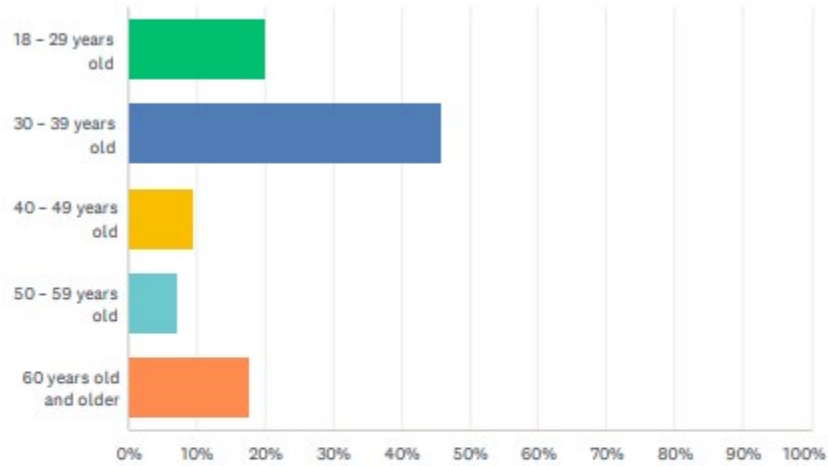
Answered: 86 Skipped: 14



ANSWER CHOICES	RESPONSES	
Male	38.37%	33
Female	60.47%	52
Other	0.00%	0
I prefer not to say	1.16%	1
TOTAL		86

Q31 How old are you?

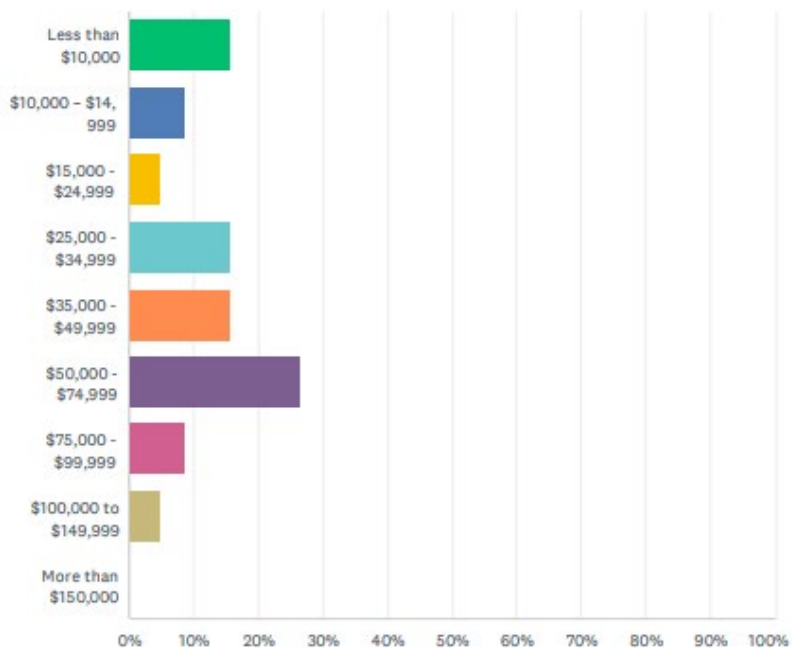
Answered: 85 Skipped: 15



ANSWER CHOICES	RESPONSES	
18 - 29 years old	20.00%	17
30 - 39 years old	45.88%	39
40 - 49 years old	9.41%	8
50 - 59 years old	7.06%	6
60 years old and older	17.65%	15
TOTAL		85

Q32 What is your median household income?

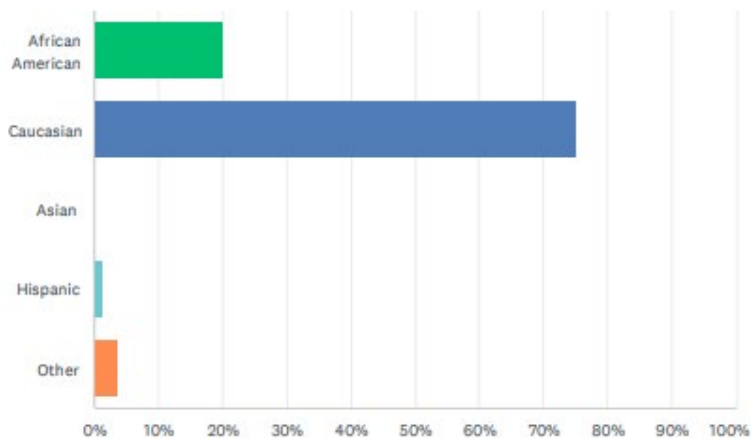
Answered: 83 Skipped: 17



ANSWER CHOICES	RESPONSES	
Less than \$10,000	15.66%	13
\$10,000 – \$14, 999	8.43%	7
\$15,000 - \$24,999	4.82%	4
\$25,000 - \$34,999	15.66%	13
\$35,000 - \$49,999	15.66%	13
\$50,000 - \$74,999	26.51%	22
\$75,000 - \$99,999	8.43%	7
\$100,000 to \$149,999	4.82%	4
More than \$150,000	0.00%	0
TOTAL		83

Q33 What is your ethnicity?

Answered: 85 Skipped: 15



ANSWER CHOICES	RESPONSES	
African American	20.00%	17
Caucasian	75.29%	64
Asian	0.00%	0
Hispanic	1.18%	1
Other	3.53%	3
TOTAL		85

Appendix B: Focus Group Questions

Adult Focus Group Questions

Public transportation includes public buses, demand-response public transit like dial-a-ride, non-emergency medical transit, and rideshare options like taxis or Ubers.

1. Does the availability of transportation impact your ability to work or participate in activities? What types of activities have been impacted? How impact negatively? How frequently?
2. What types of transportation options do you use? Does your household own a vehicle that you do not use, if so why?
3. Why do you or anyone in your household use public transportation? **If you or others you know do not utilize public transportation, why and what changes would make you use it?**
4. Please describe any experiences you or anyone in your household had while using a Somerset County public transportation service in the last 12 months.
5. Do you know of any community resources that will help you with your transportation needs? What are they, and why might you choose to use them or not?
6. What transportation needs do you have? How could these be served by an improved public transportation system? What would that look like?
7. (Optional) If you had a choice, would you prefer to have more frequent public transit along current routes, or would you like to see more routes to go to more places beyond the existing transit network? What do you need to know about the routes and facilities in your community to make it easier to ride the bus more often? (prompts: better information, more frequent service, express routes etc.)
8. (This question is for individuals that have children in their household) Has the availability of transportation ever prohibited your children from participating in after-school activities (sports, clubs, a job)? Why/How?
9. In the event of a non-emergency or a needed medical visit, how do you or anyone in your household get to a hospital or doctor's office?
10. What should Somerset County focus on in the future specifically to meet the needs of households like yours? What other changes would encourage you to choose public transportation more often?

Youth Focus Group Questions

1. How do you get to and from school every day?
2. Does the availability of transportation impact your participation in after-school activities or your ability to work? What types of activities have been impacted? How frequently?
3. What activities would you participate in if you had access to reliable (public) transportation?
 - a. What are the barriers to using existing transportation options? (including ample and safe drop-off/pick-up locations)?
4. How has the ability to access public transportation impacted you or your family?
5. What do you do if you miss the school bus?
6. Do you know of any community resources that will help you with your transportation needs? What are they, and why might you choose to use them or not?
7. Does your household's ability to access the internet at the home impact your use of public transportation?
8. If you need to leave school early for an appointment away from school, how would you get there?
9. What have been your experiences (if any) while using public transportation?
10. If you had the power to change anything about the current public transportation what would that be?

Appendix C: Key Informant Questions

1. How does the availability of transportation in Somerset County impact individuals' ability to work or participate in activities?
2. Does your organization offer transportation?
 - a. If so, what type ?
 - b. What are the qualifications for community members to utilize your services?
 - c. Are there individuals in the community that need the Transportation services you provide but do not qualify for assistance?
 - d. If your services are unavailable, how do individuals get from point A to point B?
3. How does access to public transportation impact youth?
 - a. Elderly?
4. Is there a specific population that is most impacted by Somerset Counties' access to public transportation?
5. Can you describe a time when the lack of public transportation in Somerset County greatly impacted an individual? (Please remember not to use specific names or identifying details).
6. What are the barriers to public transportation in Somerset County?
7. What type(s) of public transportation would be most beneficial to Somerset County?
8. What should Somerset County focus on in the future specifically to meet the needs of households?

Appendix D: Existing Shore Transit Routes and Schedules Somerset

transfer points & connections

The following Transfer Points and Connections are serviced by this bus route:

CONNECTIONS	STOPS
115, 199, 432, 452 & Delmarva Community Transit	Calvert St., in Salisbury
432 & 452	Walmart - Pocomoke
706, 432, & 452	Princess Anne Transfer Point
432 & 452	Walmart - Fruitland

how to read this schedule

S273: Sign Post Road	-	7:49	9:49
S234: Dash In - North	5:25	7:25	9:25
S232: Westover Park and Ride	5:43	7:58	9:58
S218: Wilson Landing - North	5:50	8:05	10:05
S217: Kings Creek Market - North	5:52	8:08	10:08
S207: Greenwood Gardens Apartments	5:59	8:14	10:14
S208: Hampden Ave. - North	6:09	8:24	10:24

1. Find the stop closest to you to get on the bus
2. See when the bus stops near you
3. Find your destination
4. Follow the row across to see your arrival time.

fares & payment options

Single Ride (Cash & Tickets)

Cash: Exact Fare Only. No Pennies Please.

Tickets: Can be purchased in increments of \$50, \$1, \$1.50, and \$3

Adult	\$3.00
Senior/ Disabled	\$1.50
Child under 42"	FREE

Children must be accompanied by an adult.

Shore Transit Fixed Route Pass (a \$2 one-time initial processing fee)

Unlimited rides... Big savings!

7 days	\$25	21 days	\$75
14 days	\$50	30 days	\$100

Shore Transit Holidays

There will be NO Service on the following Holidays:

*New Year's Day *Easter *Thanksgiving *Christmas Day

Shore Transit
31901 Tri-County Way
Salisbury, MD 21804

www.shoretransit.org | info@shoretransit.org

know YOU before

Here are some tips to make riding with Shore Transit easy and pleasant for everyone:

- Arrive at the bus stop a few minutes early
- Have your fare ready before you board
- Allow passengers to exit the bus before boarding
- Ask the operator if you're unsure it's the right bus
- Show your bus pass or deposit your fare into the Box
- Be courteous to the bus operator and others
- Please let elderly or disabled riders sit in the front
- Don't smoke, eat, or drink on the bus
- Talk quietly and use clean language
- Dress appropriately (shirt and shoes must be worn)
- No animals (except service animals) allowed
- Use headphones for your music player
- Keep cell phones silenced
- Don't leave trash or belongings on the bus
- Pull the yellow cord about a block before the stop where you want to get off
- Exit the bus safely & Thanks for riding!

Customer Service

For General Information, as well as for information regarding the following: Lost & Found, Bus Schedules, Tickets & Passes, Origin-To - Destination Services & Cancellations, Mobility / Risk Management, please call our office at 443-260-2300.

TTY users call via Maryland Relay 7-1-1



Shore Transit buses meet Americans with Disabilities Act (ADA) requirements, offering wheelchair lifts to accommodate customers with disabilities.

Wheelchairs and other mobility devices will be transported as long as they can be safely accommodated by our wheelchair lifts and fit within the securement area.

Shore Transit offers Paratransit Service for persons with a qualifying disability which prevents use of the Fixed Route system. This service includes Eligibility Certification requirements and different service characteristics (including fares and advanced reservations). Please call 443-260-2300 to receive additional information on Paratransit Service.

Shore Transit receives funding from the Federal Transit Administration, the Maryland Department of Human Resources, the Maryland Transit Administration, and Somerset, Wicomico, and Worcester Counties.

Shore Transit assures that no person shall, on the grounds of race, color, or national origin, as provided by the Title VI of the Civil Rights Act of 1964 and the Civil Rights Act of 1967, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity. For more info or to file a complaint, please contact our Mobility Management Coordinator.

Salisbury, Princess Anne & Pocomoke

September 23, 2019



253
MON - FRI

SERVING

Tri-County Council Multi-Purpose Ctr.
Calvert St.

Salisbury University

Princess Anne Transfer Point

Walmart - Pocomoke

Westover Transfer Point

Walmart - Fruitland

Acme Walgreen's

Wor-Wic Community College

Designated Flag Stops

* Please call ahead for flag stop service. Even though designated, flag stop locations do not guarantee service. For assured pick-up, use transit stops with listed service times on the reverse side of this schedule brochure.

Manokin Park on Somerset Ave.

Princess Anne Post Office

Princess Anne Stop n Shop

Hampden Ave. - Princess Anne

Eastern Shore Psychological - Princess Anne

Royal Farms - Princess Anne

Kings Creek Market

Wilson Landing

Revell's Neck Rd.

Park & Ride - Westover

Sysco/ Costen Rd. - Pocomoke

Lower Shore Shelter - Princess Anne



www.shoretransit.org

443-260-2300

253

Salisbury, Princess Anne & Pocomoke

PM times are **BOLD**

- means no service

Operates Monday - Friday

CODE ORANGE: During inclement weather events, service may not operate fully.

When Shore Transit is operating under **CODE ORANGE**,

ONLY THE STOPS IDENTIFIED BELOW BY ORANGE COLOR WILL BE SERVED.

S100: Shore Transit Terminal	4:00	5:30	7:00	-	8:20	-	11:00	12:15	4:15	6:15	7:00	9:10
S173: Calvert St.	4:15	5:45	7:15	-	8:35	-	11:15	12:30	4:30	6:30	7:15	9:25
S153: Salisbury Plaza	4:20	5:50	7:20	-	8:40	-	11:20	12:35	4:35	6:35	7:20	9:30
S174: Salisbury University (Maggs Activity Ctr.)	4:23	5:53	7:23	-	8:43	-	11:23	12:38	4:38	6:38	7:23	9:33
S181: Walmart - Fruitland	4:31	6:01	7:31	-	8:51	-	11:31	12:46	4:46	6:46	7:31	9:41
S283: Food Lion - Fruitland	4:35	6:05	7:35	-	8:55	-	11:35	12:50	4:50	6:50	7:35	9:45
S326: Top City	4:37	6:07	7:37	-	8:57	-	11:37	12:52	4:52	6:52	7:37	9:47
S229: UMES (Student Services)	4:52	6:22	7:52	-	9:12	-	11:52	1:07	5:07	7:07	7:52	10:02
S215: Princess Anne Transfer Point	4:58	6:28	7:58	-	9:18	-	11:58	1:13	5:13	7:13	7:58	10:08
S207: Stewart Neck Rd. @ Somerset Ave.	5:03	6:33	8:03	-	9:23	-	12:03	1:18	5:18	7:18	8:03	10:13
S232: Westover Transfer Point	5:10	6:40	8:10	-	9:30	-	12:10	1:25	5:25	7:25	8:10	10:20
S259: Walmart - Pocomoke City	5:23	6:53	8:23	9:25	9:43	10:45	12:23	1:38	5:38	7:38	8:23	10:33
S232: Westover Transfer Point	5:35	7:05	-	9:37	-	10:57	12:35	1:50	5:50	7:50	8:35	10:45
S348: Somerset Ave. @ Stewart Neck Rd.	5:41	7:11	-	9:43	-	11:03	12:41	1:56	5:56	7:56	8:41	10:51
S215: Princess Anne Transfer Point	5:50	7:20	-	9:52	-	11:12	12:50	2:05	6:05	8:05	8:50	11:00
S229: UMES (Student Services)	5:59	7:29	-	10:01	-	11:21	12:59	2:14	-	8:14	8:59	11:09
S325: Red Fox - Fruitland	6:12	7:42	-	10:14	-	11:34	1:12	2:27	6:16	8:27	9:12	11:22
S181: Walmart - Fruitland	6:16	7:46	-	10:18	-	11:38	1:16	2:31	6:20	8:31	9:16	11:26
S107: Pat's Pizzeria	6:20	7:50	-	10:22	-	11:42	1:20	2:35	6:24	8:35	9:20	11:30
S173: Calvert St.	6:25	7:55	-	10:27	-	11:47	1:25	2:40	6:29	8:40	9:25	11:35
S193: Wor Wic Community College	-	8:06	-	10:38	-	11:58	1:36	2:51	6:40	8:51	9:36	-
S100: Shore Transit Terminal	6:40	8:10	-	10:42	-	12:02	1:40	2:55	6:44	8:55	9:40	11:50

Flag Stops only in designated areas. For complete list for this route, see reverse side. Please be advised that more than one bus serves this route. If your travel time spans more than the schedule column above identifies as a trip, gaps in service and/or changing buses may occur and an additional fare will apply.

transfer points & connections

The following Transfer Points and Connections are serviced by this bus route:

CONNECTIONS	STOPS
Greyhound & All other operating Shore Transit Routes	Shore Transit Terminal at TCC Multi-Purpose Center
115, 120, 199, 253, 452 & Delmarva Community Transit	Calvert St., in Salisbury
253 & 452	Walmart - Pocomoke
120, 253, 452	Walmart - Fruitland
706	Princess Anne Transfer Point

how to read this schedule

5273: Sign Post Road	-	7:40	9:40
5234: Dash In - North	5:35	7:55	9:55
5232: Westover Park and Ride	5:42	7:58	9:58
5218: Wilson Landing - North	5:49	8:05	10:05
5217: Kings Creek Market - North	5:53	8:09	10:09
5207: Greenwood Gardens Apartments	5:59	8:14	10:14
5208: Hampden Ave. - North	6:03	8:18	10:18

1. Find the stop closest to you to get on the bus
2. See when the bus stops near you
3. Find your destination
4. Follow the row across to see your arrival time.

fares & payment options

Single Ride (Cash & Tickets)

Cash: Exact Fare Only. No Pennies Please.

Tickets: Can be purchased in increments of \$1.50, \$1, \$1.50, and \$3

Adult	\$3.00
Senior/ Disabled	\$1.50
Child under 42"	FREE

Children must be accompanied by an adult.

Shore Transit Fixed Route Pass (a \$2 one-time initial processing fee)

Unlimited rides... Big savings!

7 days	\$25	21 days	\$75
14 days	\$50	30 days	\$100

Shore Transit Holidays

There will be NO service on the following Holidays:

*New Year's Day *Easter *Thanksgiving *Christmas Day

Shore Transit

31901 Tri-County Way
Salisbury, MD 21804

www.shoretransit.org | info@shoretransit.org

know YOU before

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- Allow passengers to exit the bus before boarding
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- Be courteous to the bus operator and others
- Please let elderly or disabled riders sit in the front
- Don't smoke, eat, or drink on the bus
- Talk quietly and use clean language
- Dress appropriately (shirt and shoes must be worn)
- No animals (except service animals) allowed
- Use headphones for your music player
- Keep cell phones silenced
- Don't leave trash or belongings on the bus
- Pull the yellow cord about a block before the stop where you want to get off
- Exit the bus safely & Thanks for riding!

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Salisbury / Ocean City / Pocomoke

Effective October 1, 2022 **Fall / Winter Schedule**

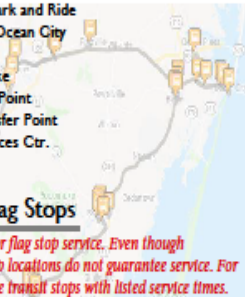


432

MON - SUN

SERVING

Tri-County Council Multi-Purpose Ctr.
Calvert St.
Atlantic General Hospital
Ocean Pines Sports Core Pool
Walmart-Berlin
West Ocean City Park and Ride
S. Division St. TP - Ocean City
White Marlin Mall
Walmart - Pocomoke
Westover Transfer Point
Princess Anne Transfer Point
UMES Student Services Ctr.
Walmart - Fruitland



Designated Flag Stops

* Please call ahead for flag stop service. Even though designated, flag stop locations do not guarantee service. For assured pick-up, use transit stops with listed service times. on the reverse side of this schedule brochure.

White Richardson Rd. Rt. 50E across from Willards Dash In
Wawa - West OC Arby's - Berlin
Applebee's - West OC Costen Rd. - Pocomoke
Rt. 50W & Keyser Point Rd. - West OC
Ocean Downs Casino - *only during times when Ocean Pines is served
Seahawk Rd. @ Rt. 50 - Berlin
Newark Rd. / Langmaid Rd. - Newark
E. Martin St. - Snow Hill
Revell's Neck Rd.
Wilson Landing / King's Creek Market
Princess Anne Post Office
Hampden Ave. - Princess Anne
Stop n Shop - Princess Anne
Lower Shore Shelter - Princess Anne
Princess Anne Royal Farms
Hall Rd. - Whaleyville
Whaleyville Campground



www.shoretransit.org

443-260-2300

432

Salisbury / Ocean City / Pocomoke

PM times are **BOLD**
- means no service
Operates Monday - Sunday

CODE ORANGE: During inclement weather events, service may not operate fully. When Shore Transit is operating under **CODE ORANGE**, **ONLY THE STOPS IDENTIFIED BELOW BY ORANGE COLOR WILL BE SERVED.**

** The OC Transfer Point @ S. Division St. is not served when OC Transit's Park and Ride Shuttle operates.

S100: Shore Transit Terminal	5:15	6:05	11:30	3:05	4:05	6:05	9:05
S173: Calvert St	5:30	6:25	11:45	3:20	4:20	6:20	9:20
S193: Wor Wic Community College	-	-	11:58	3:33	4:33	6:33	9:33
S350: Meadow Ridge Apts. - Pittsville	-	6:41	12:04	3:39	4:39	6:39	9:39
S296: Franklin Ave (Across from Apple Drugs)	-	-	12:21	3:56	4:56	6:56	9:56
S236: Atlantic General Hospital	5:59	6:58	12:28	4:03	5:03	7:03	10:03
S304: Ocean Pines Sports Core Pool	-	7:08	12:38	-	5:13	7:13	-
S247: Walmart – Berlin	6:07	7:18	12:48	4:11	5:23	7:23	10:13
S248: Comfort Inn – Ocean City	6:12	7:23	12:53	4:16	5:28	7:28	10:18
S262: West Ocean City Park and Ride	6:15	7:26	12:56	4:19	5:31	7:31	10:21
S258: Ocean City Transfer Point	6:25	7:36	1:06	4:29	5:41	7:41	10:31
S261: White Marlin Mall (at KFC)	6:32	7:43	1:13	4:36	5:48	7:48	10:38
S263: Worcester Addiction Cooperative Services	-	7:47	1:17	4:40	5:52	7:52	10:42
S247: Walmart – Berlin	6:40	7:51	1:21	4:44	5:56	7:56	10:46
S236: Atlantic General Hospital	6:48	7:59	1:29	4:52	6:04	8:04	10:54
S242: Decatur St.	6:50	8:01	1:31	4:54	6:06	8:06	10:56
S256: Worcester County Detention Center	7:10	8:21	1:51	5:14	6:26	8:26	-
S267: Byrd Park – South	7:18	8:29	1:59	5:22	6:34	8:34	11:19
S266: Market St. & Maple St.	7:20	8:31	2:01	5:24	6:36	8:36	11:21
S264: Wor. Co. Commission on Aging Inc (MAC)	7:25	8:36	2:06	5:29	6:41	8:41	11:26
S253: Hardee's – Pocomoke City	7:39	8:50	2:20	5:43	6:55	8:55	11:40
S352: Market St. & 12th St. - Pocomoke	7:41	8:52	2:22	5:45	6:57	8:57	11:42
S301: Market St. @ Pocomoke Family Medical Ctr.	7:43	8:54	2:24	5:47	6:59	8:59	11:44
S255: Pocomoke Crossing	7:45	8:56	2:26	5:49	7:01	9:01	11:46
S259: Walmart – Pocomoke City	8:00	9:11	2:41	6:04	7:16	9:16	11:51
S232: Westover Park and Ride	8:14	9:25	2:55	6:18	7:30	9:30	12:05
S348: Somerset Ave. @ Stewart Neck Rd.	8:19	9:30	3:00	6:23	7:35	9:35	12:10
S215: Princess Anne Transfer Point	8:24	9:35	3:05	6:28	7:40	9:40	12:15
S229: UMES (Student Services)	8:29	9:40	3:10	6:33	7:45	9:45	12:20
S181: Walmart - Fruitland	8:46	9:57	3:27	6:50	8:02	10:02	12:37
S173: Calvert St.	8:57	10:08	3:38	7:01	8:13	10:13	12:48
S193: Wor Wic Community College	9:09	10:20	3:50	7:13	8:25	-	-
S100: Shore Transit Terminal	9:13	10:24	3:54	7:17	8:29	10:28	1:03

Flag Stops only in designated areas. For complete list for this route, see reverse side.

transfer points & connections

The following Transfer Points and Connections are serviced by this bus route:

CONNECTIONS	STOPS
Greyhound & All other operating Shore Transit routes	Shore Transit Terminal at TCC Multi-Purpose Center
115, 120, 199, 253, 432 & Delmarva Community Transit	Calvert St., in Salisbury
253 & 432	Walmart - Pocomoke
120, 253, 432	Walmart - Fruitland
706	Princess Anne Transfer Point

how to read this schedule

\$278: Sign Post Road	-	7:49	9:49
\$294: Dash In - North	5:35	7:53	9:53
\$292: Westover Park and Ride	5:43	7:51	9:51
\$218: Wilson Landing - North	5:50	8:05	10:05
\$217: Kings Creek Market - North	5:55	8:05	10:05
\$207: Greenwood Gardens Apartments	5:59	8:14	10:14
\$208: Hampden Ave. - North	6:05	8:18	10:18

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www.shoretransit.org | Info@shoretransit.org

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TTY users call via Maryland Relay 7-1-1

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Salisbury / Pocomoke / Ocean City

Effective October 1, 2022 **Fall / Winter Schedule**



452
MON - SUN

SERVING

Tri-County Council Multi-Purpose Ctr.

Calvert St.

Walmart - Fruitland

UMES Student Services Ctr.

Princess Anne Transfer Point

Walmart - Pocomoke

Walmart-Berlin

West Ocean City Park and Ride

S. Division St. TP - Ocean City

White Marlin Mall

Ocean Pines Sports Core Pool

Atlantic General Hospital

Designated Flag Stops

* Please call ahead for flag stop service. Even though designated, flag stop locations do not guarantee service. For assured pick-up, use transit stops with listed service times on the reverse side of this schedule brochure.

Salisbury Plaza

Lower Shore Shelter - Princess Anne

Princess Anne Post Office

Princess Anne Royal Farms

Hampden Ave.

King's Creek Market / Wilson Landing Revell's Neck Rd.

Goose Creek Mkt. - Westover

SYSOCO - Pocomoke

YMCA - Pocomoke

E. Martin St. - Snow Hill

Newark Rd. / Langmaid Rd. - Newark Seahawk Rd. - Berlin

Ocean Downs Casino - *only during times when Ocean Pines is served

Wawa - West OC

Applebee's - West OC

Rt. 50W & Keyser Point Rd. - West OC

Arby's - Berlin

Hall Rd. - Whaleyville

Whaleyville Campground

Dash In @ Rt. 50 - Willards

White Richardson Rd.

Princess Anne Mini Storage



www.shoretransit.org

443-260-2300

452 Salisbury / Pocomoke / Ocean City

PM times are **BOLD**
- means no service
Operates Monday - Sunday

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** The OC Transfer Point @ S. Division St. is not served when OC Transit's Park and Ride Shuttle operates.

S100: Shore Transit Terminal	4:20	5:20	10:20	1:30	3:20	5:20	8:20
S173: Calvert St.	-	-	10:35	1:45	-	5:35	8:35
S174: Salisbury University (Maggs Activity Ctr.)	-	-	10:43	1:53	-	5:43	8:43
S181: Walmart - Fruitland	-	-	10:51	2:01	-	5:51	8:51
S229: UMES (Student Services)	-	-	11:11	2:21	-	6:11	9:11
S215: Princess Anne Transfer Point	4:42	5:42	11:16	2:26	3:42	6:16	9:16
S207: Somerset Ave @ Stewart Neck Rd	4:48	5:48	11:22	2:32	3:48	6:22	9:22
S259: Walmart – Pocomoke City	5:05	6:05	11:39	2:49	4:05	6:39	9:39
S255: Pocomoke Plaza	5:08	6:08	11:42	2:52	4:08	6:42	9:42
S301: Market St. @ Pocomoke Family Medical Ctr.	5:10	6:10	11:44	2:54	4:10	6:44	9:44
S351: 12th St. & Market St. - Pocomoke	5:12	6:12	11:46	2:56	4:12	6:46	9:46
S253: Hardee's – Pocomoke City	5:14	6:14	11:48	2:58	4:14	6:48	9:48
S264: Wor. Co. Commission on Aging Inc (MAC)	5:28	6:28	12:02	3:12	4:28	7:02	10:02
S266: Market St. & Maple St.	5:31	6:31	12:05	3:15	4:31	7:05	10:05
S267: Byrd Park – North	5:32	6:32	12:06	3:16	4:32	7:06	10:06
S256: Worcester County Detention Center	5:39	6:39	12:13	3:23	4:39	7:13	-
S242: Decatur St.	5:59	6:59	12:33	3:43	4:59	7:33	10:28
S236: Atlantic General Hospital	6:03	7:03	12:37	3:47	5:03	7:37	10:32
S247: Walmart – Berlin	6:11	7:11	12:45	3:55	5:11	7:45	10:40
S248: Comfort Inn – Ocean City	6:17	7:17	12:51	4:01	5:17	7:51	10:46
S262: West Ocean City Park and Ride	6:20	7:20	12:54	4:04	5:20	7:54	10:49
S258: Ocean City Transfer Point	6:30	7:30	1:04	4:14	5:30	8:04	10:59
S261: White Marlin Mall (at KFC)	6:37	7:37	1:11	4:21	5:37	8:11	11:06
S263: Worcester Addiction Cooperative Services (WAC)	6:41	7:41	1:15	4:25	5:41	8:15	11:10
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S304: Ocean Pines Sports Core Pool	6:52	-	-	4:36	5:52	8:26	-
S236: Atlantic General Hospital	7:01	7:52	1:26	4:45	6:01	8:35	11:21
S296: Franklin Ave (Across from Apple Drugs)	-	7:56	1:30	4:49	6:05	8:39	-
S350: Meadow Ridge Apts. - Pittsville	-	8:15	1:49	5:08	6:24	8:58	-
S173: Calvert St	7:31	8:30	2:04	5:23	6:39	9:13	11:51
S193: Wor Wic Community College	7:44	8:43	2:17	5:36	6:52	9:26	-
S100: Shore Transit Terminal	7:47	8:46	2:20	5:39	6:55	9:29	12:06

Flag Stops only in designated areas. For complete list for this route, see reverse side.

transfer points & connections

The following Transfer Points and Connections are serviced by this bus route:

CONNECTIONS	STOPS
253, 432 & 452	Princess Anne Transfer Point
432 & 452	Westover Transfer Point

how to read this schedule

S273: Sign Post Road	-	7:49	9:49
S234: Dash In - North	5:38	7:03	9:02
S232: Westover Park and Ride	5:43	7:58	9:58
S218: Wilson Landing - North	5:57	8:05	10:05
S217: Kings Creek Market - North	5:55	8:08	10:08
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Princess Anne / Crisfield

June 15, 2022



706 S
MON - SAT

SERVING

- Tri-County Council Multi-Purpose Ctr.
- Princess Anne Transfer Point
- McDonald's - Crisfield
- Somers Cove
- Westover Park and Ride
- Princess Anne Post Office



Designated Flag Stops

* Please call ahead for flag stop service. Even though designated, flag stop locations do not guarantee service. For assured pick-up, use transit stops with listed service times on the reverse side of this schedule brochure.

- Lower Shore Shelter - Princess Anne
- Kings Creek Market
- Wilson Landing
- Revell's Neck Rd.
- Health Dept. @ Sign Post Rd. - Westover
- Lovers Lane
- Marion Sarah Peyton School
- Puff's Place



www.shoretransit.org
443-260-2300

706 S

Princess Anne / Crisfield

PM times are **BOLD** - means no service Operates Mon - Fri Operates Mon - Sat

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When Shore Transit is operating under **CODE ORANGE**,
ONLY THE STOPS IDENTIFIED BELOW BY ORANGE COLOR WILL BE SERVED.

S100: Shore Transit Terminal	-	-	-	10:20	-	-	4:35	-
S215: Princess Anne Transfer	5:45	7:10	9:10	10:50	12:55	2:30	5:05	7:20
S214: Princess Anne Mini-Storage & Rental	5:46	7:11	9:11	10:51	12:56	2:31	5:06	7:21
S269: Manokin Park on Somerset Ave.	5:48	7:13	9:13	10:53	12:58	2:33	5:08	7:23
S230: Princess Anne Post Office - South	5:49	7:14	9:14	10:54	12:59	2:34	5:09	7:24
S209: Hampden Ave.	5:50	7:15	9:15	10:55	1:00	2:35	5:10	7:25
S207: Stewart Neck Rd @ Somerset Ave	5:51	7:16	9:16	10:56	1:01	2:36	5:11	7:26
S336: Eastern Shore Psychological	-	7:17	9:17	10:57	1:02	2:37	5:12	-
S232: Westover Park & Ride	-	-	9:26	11:06	1:11	2:46	5:21	7:36
S233: Dash In - South	6:00	7:25	9:29	11:09	1:14	2:49	5:24	7:39
S224: *Former location* Somerset County Health Dept.	-	7:27	9:31	11:11	1:16	2:51	5:26	-
S210: Marion Fire Department - South	6:08	7:33	9:37	11:17	1:22	2:57	5:32	7:47
S204: McDonalds - Crisfield	6:14	7:39	9:43	11:23	1:28	3:03	5:38	7:53

Flag Stops only in designated areas. For complete list for this route, see reverse side.

Please be advised that more than one bus services this route.

If your travel time spans more than one "trip or loop", gaps in service and/or changing buses may occur and an additional fare will apply.

transfer points & connections

The following Transfer Points and Connections are serviced by this bus route:

CONNECTIONS	STOPS
253, 432 & 452	Princess Anne Transfer Point
432 & 452	Westover Transfer Point

how to read this schedule

S273: Sign Post Road	-	7:49	9:49
S234: Dash In - North	5:58	7:06	9:06
S232: Westover Park and Ride	5:43	7:58	9:58
S218: Wilson Landing - North	5:53	8:05	10:05
S217: Kings Creek Market - North	5:55	8:08	10:08
S207: Greenwood Gardens Apartments	5:54	8:14	10:14
S208: Hampden Ave. - North	6:03	8:18	10:18

1. Find the stop closest to you to get on the bus
2. See when the bus stops near you
3. Find your destination
4. Follow the row across to see your arrival time.

fares & payment options

Single Ride (Cash & Tickets)

Cash: Exact Fare Only. No Pennies Please.

Tickets: Can be purchased in increments of \$.50, \$1, \$1.50, and \$3

Adult	\$3.00
Senior/ Disabled	\$1.50
Child under 42"	FREE

Children must be accompanied by an adult.

Shore Transit Fixed Route Pass (a \$2 one-time initial processing fee)

Unlimited rides... Big savings!

7 days	\$25	21 days	\$75
14 days	\$50	30 days	\$100

Shore Transit Holidays

There will be NO Service on the following Holidays:

*New Year's Day *Easter *Thanksgiving *Christmas Day

Shore Transit
31901 Tri-County Way
Salisbury, MD 21804

www.shoretransit.org | Info@shoretransit.org

know YOU before

Here are some tips to make riding with Shore Transit easy and pleasant for everyone:

- Arrive at the bus stop a few minutes early
- Have your fare ready before you board
- Allow passengers to exit the bus before boarding
- Ask the operator if you're unsure it's the right bus
- Show your bus pass or deposit your fare into the Box
- Be courteous to the bus operator and others
- Please let elderly or disabled riders sit in the front
- Don't smoke, eat, or drink on the bus
- Talk quietly and use clean language
- Dress appropriately (shirt and shoes must be worn)
- No animals (except service animals) allowed
- Use headphones for your music player
- Keep cell phones silenced
- Don't leave trash or belongings on the bus
- Pull the yellow cord about a block before the stop where you want to get off
- Exit the bus safely & Thanks for riding!

Customer Service

For General Information, as well as for information regarding the following: Lost & Found, Bus Schedules, Tickets & Passes, Origin-To - Destination Services & Cancellations, Mobility / Risk Management, please call our office at 443-260-2300.

TTY users call via Maryland Relay 7-1-1



Shore Transit buses meet Americans with Disabilities Act (ADA) requirements, offering wheelchair lifts to accommodate customers with disabilities.

Wheelchairs and other mobility devices will be transported as long as they can be safely accommodated by our wheelchair lifts and fit within the securement area.

Shore Transit offers Paratransit Service for persons with a qualifying disability which prevents use of the Fixed Route system. This service includes Eligibility Certification requirements and different service characteristics (including fares and advanced reservations). Please call 443-260-2300 to receive additional information on Paratransit Service.

Shore Transit receives funding from the Federal Transit Administration, the Maryland Department of Human Resources, the Maryland Transit Administration, and Somerset, Wicomico, and Worcester Counties.

Shore Transit assures that no person shall, on the grounds of race, color, or national origin, as provided by the Title VI of the Civil Rights Act of 1964 and the Civil Rights Act of 1967, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity. For more info or to file a complaint, please contact our Mobility Management Coordinator.

Crisfield / Princess Anne

June 15, 2022



706 N

MON - SAT

SERVING

Tri-County Council Multi-Purpose Ctr.
Princess Anne Transfer Point
McDonald's - Crisfield
Somers Cove
Westover Park and Ride
Princess Anne Post Office
UMES Student Services Ctr.



Designated Flag Stops

* Please call ahead for flag stop service. Even though designated, flag stop locations do not guarantee service. For assured pick-up, use transit stops with listed service times on the reverse side of this schedule brochure.

Puff's Place
Marion Sarah Peyton School Lower's Lane
Health Dept. @ Sign Post Rd. - Westover
Revell's Neck Rd.
Wilson Landing
Kings Creek Market
Lower Shore Shelter - Princess Anne



www.shoretransit.org

443-260-2300

706 N

Princess Anne / Crisfield

PM times are **BOLD** - means no service Operates Mon - Fri Operates Mon - Sat Operates Sat ONLY

CODE ORANGE: During inclement weather events, service may not operate fully.
When Shore Transit is operating under **CODE ORANGE**,
ONLY THE STOPS IDENTIFIED BELOW BY ORANGE COLOR WILL BE SERVED.

S100: Shore Transit Terminal	4:00	5:20	-	-	-	-	-	-	-
S215: Princess Anne Transfer Point	4:30	5:51	-	-	-	-	-	-	-
S204: McDonalds - Crisfield	4:54	6:15	7:40	9:45	11:25	1:30	3:05	5:40	7:55
S202: The Crab Place	4:56	6:17	7:42	9:47	11:27	1:32	3:07	5:42	7:57
S195: Crisfield Dock	4:57	6:18	7:43	9:48	11:28	1:33	3:08	5:43	7:58
S221: Somers Cove 1 - Wilson Ctr.	4:59	6:20	7:45	9:50	11:30	1:35	3:10	5:45	8:00
S198: Charlotte Ave & Cove St.	5:01	6:22	7:47	9:52	11:32	1:37	3:12	5:47	8:02
S223: Somers Cove 3 - Retirement Village	5:03	6:24	7:49	9:54	11:34	1:39	3:14	5:49	8:04
S200: Cove St & Somerset Ave.	5:04	6:25	7:50	9:55	11:35	1:40	3:15	5:50	8:05
S197: Crisfield High School	5:06	6:27	7:52	9:57	11:37	1:42	3:17	5:52	8:07
S211: Marion Fire Dept - North	5:14	6:35	8:00	10:05	11:45	1:50	3:25	6:00	8:15
S224: *Former location* Somerset County Health Dept.	-	-	8:07	10:12	11:52	1:57	3:32	-	-
S234: Dash In - North	5:22	6:43	8:11	10:16	11:56	2:01	3:36	6:11	8:26
S232: Westover Park & Ride	5:24	6:45	8:13	10:18	11:58	2:03	3:38	6:13	8:28
S336: Eastern Shore Psychological	-	6:53	8:21	10:26	12:06	2:11	3:46	-	-
S348: Somerset Ave @ Stewart Neck Rd	5:31	6:55	8:23	10:28	12:08	2:13	3:48	6:23	8:38
S208: Hampden Ave.	5:32	6:56	8:24	10:29	12:09	2:14	3:49	6:24	8:39
S231: Princess Anne Post Office - North	5:33	6:57	8:25	10:30	12:10	2:15	3:50	6:25	8:40
S220: Stop n Shop	5:34	6:58	8:26	10:31	12:11	2:16	3:51	6:26	8:41
S229: UMES (Student Services)	5:37	7:01	8:29	10:34	12:14	2:19	3:54	6:29	8:44
S194: Urban Living Apts.	5:39	7:03	8:31	10:36	12:16	2:21	3:56	6:31	8:46
S323: Royal Farms	5:41	7:05	8:33	10:38	12:18	2:23	3:58	6:33	8:48
S215: Princess Anne Transfer Point	5:42	7:06	8:34	10:39	12:19	2:24	3:59	6:34	8:49
S100: Shore Transit Terminal	-	-	-	11:09	-	-	4:29	-	9:19

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