



FREQUENTLY ASKED QUESTIONS:

How frequently does the shuttle run?

The Point East Shuttle runs from 6:00am to 10:15am for the morning commute and 3:10pm to 7:00pm for the afternoon/evening commute.

What happens when I signup for the service?

If you signup for one of our Park & Ride subscriptions, you will receive 2 email verifications (your Purchase receipt and Boarding Pass with expiration date).

What do I show to board the bus?

When you signup for the Shuttle as a Park & Ride subscriber or MTA user, you will receive an Email Verification as proof of your membership. Show this email to the bus operator when you board the shuttle.

Is there Wi-Fi on the shuttle?

Yes, Wi-Fi on the Shuttle is FREE!

Where do I park and board the shuttle at Horseshoe Casino?

Park your car on the 7th floor of the Horseshoe parking garage, and then take the elevator to the Ground Valet level. Wait for the shuttle inside the valet area.

What are the exact Pickup and Drop-off stops?

To Harbor Point: Horseshoe Casino at Valet level, Camden Yards, Pratt & Light, Pratt & Pier V, President & Aliceanna, Harbor Point

To Horseshoe: Dock St & Wills at Harbor Point, Fleet & S. Exeter, Lombard & President, Lombard & Light, Camden Yards, Horseshoe Casino

Are bus lanes being enforced?

Yes, bus lanes are enforced. Tickets for offenders is a stiff \$90 fine plus one point!

Do I need a permit for my vehicle?

When you sign up and register for Horseshoe Park and Ride, you will receive a Parking Permit to put in your windshield.

What is the Transloc App?

TransLoc is a LIVE tracking app that tracks the Point East Shuttle's location while in motion during commuting hours and enroute to your designated stop. You can download the app at <http://pointeast.transloc.com>

What happens if I need to leave work early and get back to my car?

In the event you have an emergency and need to leave early for any reason, you can register for the Guaranteed Ride Home Program. It is a free service that offers up to 4 FREE rides home per year.

<https://www.commuterconnections.org/commuters/guaranteed-ride-home/>.

How long does it take to get from Horseshoe to Harbor Point?

The estimated run time for peak hours is 23 minutes from Horseshoe to Harbor Point.

Does the Shuttle operate on Holiday Schedules?

Yes, the shuttle does operate on Holiday Schedules. See our website for Holiday hours.

What happens when there is an O's game?

If there is a baseball game at Camden Yards, the Point East Shuttle will stop at Lombard St and Howard St during the afternoon commute for the Camden Station dropoff stop.

How do I signup for WageWorks?

- 1. Signup for an account at WageWorks.com and then select the Point East Shuttle commuter pass option (no later than the 10th of each month for the next month's PASS). WageWorks will then reimburse Waterfront Partnership directly.*
- 2. Signup on our website as a "WageWorks Customer" to receive your email verification to ride the shuttle.*