

# S.A.S.D. FREE FARES — FAQ SHEET — FOR TEACHERS & STAFF



Shoreline Metro • (920) 459-3281 • [www.shorelinemetro.com](http://www.shorelinemetro.com)

**How do students and faculty qualify for the free fares?** Students enrolled at a Sheboygan Area School District school or learning center qualify for free fares. Faculty and staff currently employed by the District also qualify for free fares.

**Will students have to show an ID to prove they are enrolled at a SASD school?** Students enrolled at a middle school or high school will be required to show a valid school or district issued ID to qualify for the free fare. SASD officials have designed IDs for this program. Students should contact the office at each school to obtain a proper SASD or school ID (see sample on back side). Shoreline Metro does not distribute IDs for this program. Students enrolled at an elementary school will not be required to show a school or district ID. These students will simply be allowed to board at no cost.

Students and faculty are encouraged to take a picture of their ID on their phone. This is an acceptable way to show their ID when boarding the bus. Please make sure IDs are ready at the time of boarding the bus.

Students and faculty that forget their ID or do not have an ID will be required to pay the cash fare. Faculty and staff without a valid ID after **December 1, 2018** will be required to pay the regular fares to ride the bus. Shoreline Metro will no longer provide exceptions after this date.

**Are students limited to only going to and from school?** Students may use Shoreline Metro during all hours of operation at no cost with valid ID. This includes all routes on any day at any time! Students must simply show their ID to qualify for the free fare. Shoreline Metro reminds students that loitering and "joyriding" will not be permitted at any time during the service day.

**What about children under 5 years of age not enrolled at a SASD school?** Children under the age of 5 years may ride free with a paid adult. Shoreline Metro prefers children this young to travel with an adult for their safety. No IDs or proof of age is required.

**Can students be denied service under any circumstances?** Students can be denied service under Shoreline Metro's Conduct Policy and Exclusion Policy. Shoreline Metro works with SASD to resolve student conduct issues but if conduct becomes a safety concern to other passengers, suspending use of Shoreline Metro may be necessary. Please check out our website for more information on this and all Shoreline Metro policies.

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Students can be denied service for any of the following reasons:

- Profane or abusive language;
- Racial, threatening or harassing behavior;
- Fighting or assaulting another passenger;
- Failure to obey the bus driver or Shoreline Metro personnel;

In the event of a serious situation on board, Shoreline Metro drivers will:

- Pull the bus over in a safe location;
- Open the bus doors;
- Ask that the conduct stops or asks passenger to leave the bus;
- Report incident to a supervisor and if necessary, request police assistance;
- Require passenger to exit the bus at the direction of a supervisor;



*Sample ID*

*NOTE: Shoreline Metro will never detain a passenger for any reason unless it's unsafe to let the passenger off the bus at a particular bus stop. Shoreline Metro will make a recommendation to alight at a safer bus stop. Shoreline Metro staff may only request a passenger stay on board. Passengers are free to leave the bus at any time.*

**What is the maximum passenger capacity on the buses?** The maximum passenger capacity varies by each series of buses. Capacity is defined by how many total passengers may be on the bus at a given time. Capacity constraints are reached when the maximum number of seated passengers and standing passengers is met.

**Each bus has a visible decal** above the front windshield labeling the capacity. Buses will be packed and it's important passengers remain calm and courtesy during peak service. In some cases, service may have to be denied.

**Will there be any additional buses/routes implemented during peak service?** Shoreline Metro will offer afternoon "drop n go" service with shuttles. Tripper routes and shuttles will be offered in the mornings and Tripper routes, shuttles and an extra bus to Horace Mann (Horace Mann Express) and South HS (South High School Express) in the afternoons will be offered.

**STUDENTS should expect** peak service to be very busy between 2:45 p.m. and 4:15 p.m., Monday, Tuesday, Thursday and Friday and from 1:45 p.m. to 3:15 p.m. on Wednesday.

**Will Shoreline Metro accommodate special requests for buses for field trips, charter service or special events?** Shoreline Metro will not provide extra buses for special requests or special events. If service can accommodate such requests, Shoreline Metro will work with individual schools and situations to accommodate such requests. Teachers and schools are encouraged to contact us to coordinate these requests. If groups plan to travel throughout the day using the regular fixed routes, it is appreciated if we are made aware so we can accommodate with a larger bus if needed.

**Does Shoreline Metro offer travel training or trip planning?** Yes. Shoreline Metro offers free complimentary travel training and trip planning. Individualized trip planning can be scheduled by contacting the office at 459-3281. Trip planning is also available on the Shoreline Metro website, [www.shorelinemetro.com](http://www.shorelinemetro.com). The Trip Planning App works just like planning a trip with your car through Google Maps but using the bus instead. For assistance or training on using the app, please contact us.