

ADA Paratransit

Paratransit service is for individuals unable to use our fixed route public transit service, Shoreline Metro. Paratransit service is door-to-door with assistance from the first door to the vehicle and from the vehicle to the first door.

Service Area

The trip origin and destination must be within $\frac{3}{4}$ of a mile from a fixed route and operate within the Cities of Sheboygan and Sheboygan Falls and the Village of Kohler.

Service Hours

Paratransit service is available during the same days and hours as Shoreline Metro.

- Monday-Friday – 5:45 a.m. to 8:45 p.m.
- Saturday – 7:45 a.m. to 5:45 p.m.

No service on Sundays or major holidays.

Fares

- Single Trip | **\$3.00** per one-way trip

Payments: Trips are provided using a digital (virtual) fare media system. Trips are paid in advance and applied to a customer's account. A trip gets deducted from the account each time a trip is taken. No tokens to forget. No forgetting. It's that easy!

Premium Fares: Customers certified to use Metro Connection's services may take advantage of premium services such as Same-Day Reservations, Same-Day changes to a Trip or a Second Pick up Request for just **\$6.00** per one-way trip. Normal service provisions do apply. Premium fares are applied to one or both legs of a trip, depending on service.

County Elderly & Disabled

The County Program is a transportation option for individuals 60 years of age and older and individuals under 60 years of age with a qualifying disability for medical, nutritional and employment related trips. Social appointments may also be provided based on availability. Service is door-to-door with assistance from the first door to the vehicle and from the vehicle to the first door.

Service Area

The service area includes portions of Sheboygan County including the Cities of Sheboygan and Sheboygan Falls, Village of Kohler, Town of Sheboygan, Town of Wilson and limited service hours to Plymouth and Oostburg. Meal site trips are also available to Sheboygan, Sheboygan Falls, Plymouth and Adell (meal site trips are only charged a one-way trip).

Service Hours

Service hours include:

- Monday-Friday – 7:30 a.m. to 3:30 p.m.

No service on Saturdays, Sundays, weekday evenings or major holidays.

Fares

- Single Trip | **\$3.00** per one-way trip

How to Apply

Metro Connection requires certification and/or verification to use these services. Customers may apply by filling out an application. Applications are available at:

- Shoreline Metro Office
608 S Commerce Street
Sheboygan, WI 53081
- Aging & Disability Resource Center
650 Forest Avenue
Sheboygan Falls, WI 53085
- www.shorelinemetro.com
Click on the Metro Connection tab

Applications may take up to 21 days from receipt of the completed application to process. Incomplete applications may delay the verification process. Applications containing false or inaccurate information may be disqualified.

Agency Fares:

Passengers that are clients of a social service agency may have their transportation covered by the agency. Passengers are required to provide agency information on their application to assist Metro Connection with the approval process.

Trips are **\$17.00*** per one-way trip and are provided using a digital (virtual) fare media system. Agency fares must be purchased at the Metro Connection office. Agency fares are not eligible for premium services.

Additional Information

Personal Care Attendants & Guests

A personal care attendant (PCA) may travel with you at no cost. Guests may also travel but are required to pay the same per-trip fare (must be scheduled at time of reservation). In some situations, Metro Connection may require a customer to travel with a PCA.

Reasonable Modifications to Service

Metro Connection will honor and accommodate any reasonable modification to service as long as the request 1) does not fundamentally alter the service; 2) does not create a direct threat to the health and safety of others; and 3) is not necessary to permit the passenger to use the services for their intended purpose (nondiscriminatory). Such modifications should be made at the time of scheduling the trip to allow Metro Connection to properly consider and plan for such modification.

Contact Information

Applications and Program Information:
Contact **Derek Muench** at (920) 459-3140 or derek.muench@shorelinemetro.com.

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs & activities receiving Federal financial assistance. (42 U.S.C. Section 2000d).

Shoreline Metro is committed to practicing non-discrimination. If you believe you have been subjected to discrimination you may file a complaint with the Shoreline Metro Title VI Coordinator.

Customer Policies & Procedures

Metro Connection ensures safe and reliable transportation that is fair and equal for all customers. Therefore, Metro Connection employees and drivers will not:

- Assist mobility devices up and down steps, curbs or other obstacles;
- Assist customers in and/or out of a mobility device, lift customers in any way, or assist with the mobility of arms or legs;
- Enter a residence or business past the front door;
- Assist with an unreasonable amount of bags, packages, or containers (2-3 bags is considered reasonable). Drivers will assist with bags as long as it does not interfere with their ability to assist the customer.

Customers should:

- Be considerate of fellow riders;
- Plan ahead as trips must be scheduled by 3:00 p.m. the day preceding the trip day;
- Be ready at the time of the scheduled pickup time;
- Be advised that wheelchair size and weight restrictions do apply;
- Be advised that weather impacts service and may cause delays or late pickups and drop offs.
- Practice good hygiene and will not pose a health or safety risk to others on the bus;
- Maintain a positive balance on their **e-Ride** account;
- Contact us with any questions or concerns about service.

Your Connection to Independence



Program Guide

(920) 459-3420

608 S Commerce St
Sheboygan, WI 53081
www.shorelinemetro.com