

ADA PARATRANSIT

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.

Hours of Service

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

- Monday-Friday – 5:15 a.m. to 8:15 p.m.
- Saturday – 8:45 a.m. to 3:45 p.m.
- No service on Sundays or major holidays.

Fares

- Single One-Trip | \$3.00

COUNTY ELDERLY & DISABLED

Service Area

Includes the Cities of Sheboygan and Sheboygan Falls, Village of Kohler, Town of Sheboygan, Town of Wilson and limited service to Plymouth and Oostburg. Meal site trips are also available to Sheboygan, Sheboygan Falls, Plymouth and Adell

Hours of Service

Service is available:

- Monday-Friday – 7:30 a.m. to 3:30 p.m.
- Wednesday & Friday – 7:30 a.m. to 3:30 p.m. in Plymouth
- No service on Saturdays, Sundays, weekday evenings or major holidays.

Fares

- Single One-Trip | \$3.00
- Meal Site Trip | \$3.00 roundtrip

PREMIUM SERVICE

Customers certified to use Metro Connection 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.

PAYMENTS

Customers make payments to their account in advance of taking their trips. Trips then get deducted from their account each time they ride the bus. Per trip cash payments are permitted for customers that ride infrequently.

No tokens. No punch cards. No forgetting.

AGENCY SERVICE & FARES

Customers that are also clients of a social service agency that have their transportation covered or funded by the agency are required to pay agency fares for service.

Please include this information on the application. Metro Connection will assist with the process and work with your agency.

Agency trips are \$18.75 per one-way trip.



HOW TO APPLY FOR SERVICE

Customers must be certified to use Metro Connection services. There are two simple ways to apply for service:

Online Form

Go to www.shorelinemetro.com.

Click on the Metro Connection tab, then scroll down to "Application for Services". Once completed, hit "Submit". Applications are received immediately by staff.

Mail-In Form

Please contact us to request a paper application form.

Applications may take up to 21-days for certification once all application materials are received and reviewed. Incomplete applications may delay the process. Applications containing false information may be disqualified.

PROGRAM CONTACT

Please contact Shoreline Metro's ADA Coordinator at 920.459.3281, Option 2 or contact@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 EXPECTATIONS

- 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 that will not pose a health or safety risk to others on the bus.
- Maintain a positive balance on their account.
- Enjoy the freedom and independence that Metro Connection provides.
- Ensure walkways are clear of snow and ice.

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.
- Operate a customer's mobility device.
- 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.



100 % ACCESSIBLE

All Metro Connection buses are accessible to individuals with a disability and customers with mobility issues. Customers can enjoy the freedom to travel anywhere, anytime and do so independently. Size and weight restrictions do apply.



THE METRO CONNECTION APP

Schedule your trips with the ease and comfort of your PC or smartphone. The app will help you save time and ensure you don't miss your bus!

- Schedule, cancel or manage your trips.
- Review all upcoming scheduled trips already booked.
- Get alerted when your bus is 5-minutes away.
- Track your bus in real-time using GPS.
- Schedule trips anytime 24/7/365.



REASONABLE ACCOMMODATIONS

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.



PROGRAM GUIDE

 **920.459.3281, Option 2**

 **www.shorelinemetro.com**
Click on Metro Connection

 **608 S. Commerce Street**
Sheboygan, WI 53081

Transportation
Solutions for
Everyone!

JAN 2023