

2023-2024

SASD *Student Pass* PROGRAM



In partnership with



www.shorelinemetro.com

Program Overview

In partnership with the Sheboygan Area School District, Shoreline Metro offers a free ride program for students actively enrolled and attending a school within the district and the public transit system service area. The program began with the 2018-2019 school year.

Students are able to use Shoreline Metro during all hours of service and any route for any purpose including school, work, social activities and appointments. Students simply show the driver the special bus pass when boarding to receive the free ride (middle school and high school students only). Faculty and staff are also permitted to use this program by showing proper ID when boarding the bus. Elementary students do not need a pass.

Program Mission

It is the mission of the Sheboygan Area School District and Shoreline Metro to provide safe, accessible and reliable transportation to all district students. By fulfilling the mission, students have dependable daily transportation to and from school, after-school activities and work.

Dedication to Safety

Shoreline Metro is dedicated to the safety of its team members and customers. Individuals posing a health or safety risk to customers or team members will be required to leave the bus or waiting area. Shoreline Metro has policies and procedures to reduce risk and keep its customers and team members safe.

Commitment to Success

Shoreline Metro is dedicated to the success of this program. Students and faculty make this program successful by following the program requirements and guidelines. Shoreline Metro is committed to ensuring all customers abide by and follow the requirements and guidelines of this program. Shoreline Metro and the Sheboygan Area School District are united in our efforts to ensure the safety and success of the program.

Learn More

To learn more about Shoreline Metro and the services provided, please visit www.shorelinemetro.com. Parents and students may also follow us on Facebook for updates, information, detours and notifications.



@ShorelineMetro

Phone:
(920) 459-3281

Email:
contact@shorelinemetro.com

Overview of Shoreline Metro Services

Shoreline Metro utilizes many resources to deliver exceptional service that is safe and reliable. The following is a summary of available transit routes and complementary services that make using Shoreline Metro a great experience.

Regular Routes:

Shoreline Metro operates nine (9) fixed routes on weekdays and eight (8) on Saturdays.

- **Route 3N** – Services Pigeon River, Etude and Cooper Elementary Schools.
- **Route 3S** – Services Sheridan Elementary School, Horace Mann Middle School and Etude and Warriner Middle and High Schools, and Central High School.
- **Route 5N** – Services Urban Middle School and North High School.
- **Route 5S** – No schools serviced.
- **Route 7N** – Services Jefferson Elementary School.
- **Route 7S** – Services Longfellow and Jackson Elementary Schools, Farnsworth Middle School and South High School.
- **Route 10N** – No schools serviced.
- **Route 10S** – Sheridan Elementary School.
- **Route 20N/S** – No SASD Schools.

School-Day Routes:

Supplemental Express Routes

- **Horace Mann Express** – Extra bus for overflow passengers that services Horace Mann Middle School.
- **Farnsworth Express** – Extra bus for overflow passengers that services Farnsworth Middle School.
- **Urban Express** – Extra bus for overflow passengers that services Urban Middle School.
- **North High Express** – Extra bus for overflow passengers that services North High School.
- **South High Express** – Extra bus for overflow passengers that services South High School.

Express Routes
assist regular routes
during school start
and end times. They
assist with overflow
students.

Tripper Routes

- **Route 101** – Wilson, Sheridan, Longfellow, Madison and Jackson Elementary Schools.
- **Route 102** – Here We Grow and YMCA Daycares, Jefferson, Cooper, Pigeon River, Etude and Grant Elementary Schools, Leadership Academy, St. Paul's School and Seton Ann School.
- **Route 201** – Wilson, Sheridan, Longfellow, Madison and Jackson Elementary Schools, Leadership Academy and YMCA Daycare.
- **Route 202** – Here We Grow and YMCA Daycares, Jefferson, Cooper, Pigeon River, Etude and Grant Elementary Schools, Leadership Academy, St. Paul's School and Seton Ann School.

Please see our website or GPS Tracker for final Tripper Route destinations.

More Information on Tripper Routes

School-Day Tripper routes service many of the elementary schools and before-and-after-school daycares. They operate only on SASD school days. Each route is about 45-60 minutes.

Safety

These are standalone routes and do not connect with the public transit fixed routes or use the Transfer Station for transferring to other routes. There are very few incidents on these routes. Parents can trust their kids will be safe while using these routes.

Riders

These routes are most commonly used by elementary-aged students and sometimes their parents to get to school or daycares. Parents are welcome to ride along to train their kids to use the routes or simply to enjoy a ride with their kids.

Routes

Each summer, Shoreline Metro receives specific pick-up or drop off requests from parents. These routes are then designed by staff to meet the needs and requests of our customers. Requests should be received by the end of August although we will accommodate requests through September.

Pick-Up / Drop Off Locations

Passengers may board at any corner along the Tripper Route. They are also dropped off at any corner along the route. These routes are not school bus routes and students must be able to get to and from a corner to access these routes.

Monitoring Routes

Shoreline Metro provides GPS Tracking for all regular and tripper routes. Please see page 12 for more information on accessing this feature.

To request a specific location be included on a Tripper Route, please complete the request form here:



Hours of Operation:

Shoreline Metro routes operate weekdays from 5:15 a.m. to 8:15 p.m. Service from 5:15 p.m. to 8:15 p.m. is once an hour which means all southbound routes depart the Transfer Station at 5:15, 6:15 and 7:15 p.m. and northbound routes depart the Transfer Station at 5:45, 6:45 and 7:45 p.m.

- North and south shuttles are available at 8:15 p.m.

Saturday service is once an hour from 8:45 a.m. to 3:45 p.m. which means all southbound routes depart the Transfer Station at :15 past the hour and northbound routes depart the Transfer Station at :45 past the hour.

- North and south shuttles are available at 3:45 p.m.

Complementary Services:

Shoreline Metro offers several complementary services at no-cost to our customers.

- **GPS Bus Tracker** – Customers may view and track their bus on any of Shoreline Metro's routes in real-time with the Bus Tracker. Using a web browser, go to <https://transit.unitegps.com/sm>.
- **Trip Planning** – Customers may plan their trips using Shoreline Metro to assist with times and routes. The Trip Planner is available on the Shoreline Metro homepage at www.shorelinemetro.com.
- **Mobile Fares & Payments** – Customers may purchase their fares using their smartphone and the HotSpot application. Purchase and view fares 24/7 at no additional cost. Take your bus pass with you digitally in the app's wallet!
- **Bus Buddy Program** – Learn to use Shoreline Metro with customized travel training!
- **Video Surveillance** – All Shoreline Metro buses are equipped with an 8-camera system that records video and audio. Cameras are a great way to deter unwanted activities. The Transfer Station is also equipped with a 24-camera video surveillance system.



Student Passes

Shoreline Metro has simplified student passes and IDs with new, standard bus passes through a partnership with HotSpot.

For students with a smartphone:



This is a free download. Please see the next page for step-by-step instructions on downloading the app and setting up the bus pass on your smartphone.

For students without a smartphone:



Students must verify they do not have a smartphone and may obtain this pass through a voucher available at the student's school office.

Students need to get a new pass for the 2023-2024 school year. This includes activating the pass in the HotSpot App!

NOTICE:

There are only two (2) Student Bus Passes that will be accepted under this program. Student IDs are no longer used for the program. Students and faculty should plan ahead if planning to use Shoreline Metro. Students needing the printed pass must receive a voucher from their school. The voucher is then redeemed at the Shoreline Metro Customer Service Office at the Transfer Station.



Student Bus Pass Setup

- 1** Student (or faculty) obtains a digital bus pass through Shoreline Metro's Digital Fare partner, HotSpot. This is a free download in the Apple and Google App Stores on their mobile device. Parents please be advised of this download and setup on the student's device prior to download.

Android



Apple



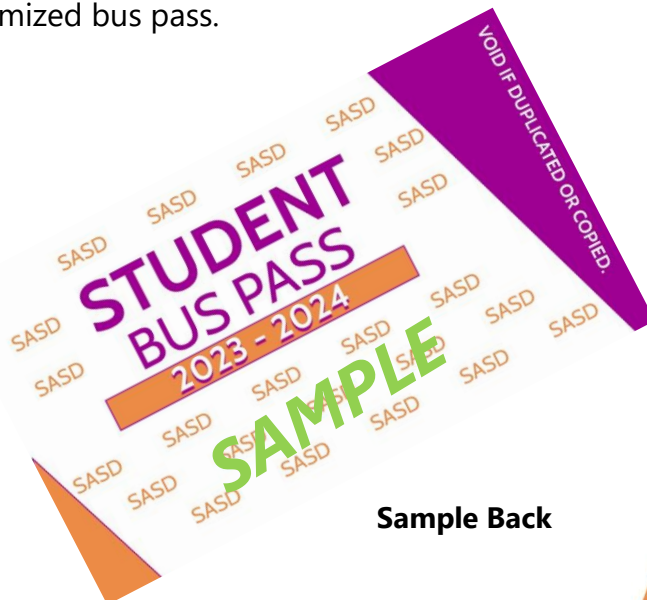
**Student Bus Passes
are for Middle and
High School
Students Only.**

**Scan the
Code!**

OR

Student (or faculty) obtains a printed bus pass through Shoreline Metro. This pass requires a voucher from the SASD Middle or High School (or equivalent) office from an authorized representative. The voucher is then redeemed at the Shoreline Metro Customer Service Office inside the Transfer Station for a customized bus pass.

Sample Front



Sample Back

2

Setting up the app is quick and easy. Students (and faculty) will access their bus pass through the app by using their ID Number issued by the SASD.

Please follow these steps for **Setting up the App**:

- Once the app is downloaded, to create your account, open the app and enter your email address.
- Next, set up your password (must meet the criteria on the setup page of the app).
- Then on the next screen, read and accept the Terms of Service and Privacy Policy for HotSpot. Click the box and hit SUBMIT.
- A payment method may be entered into the app (but not required to access the student bus pass). Please put in credit or debit card information. (Your card is only charged if purchasing fare media and NOT using the student ID number for the free ride.) Otherwise click the "x" to continue.
- When prompted, you will be required to enter your STATE and CITY to access Shoreline Metro Fares and System Information.

Now, please follow these steps for **Setting up the Free Bus Pass**:

- Click the "Transit" tab at the bottom of the screen. Hit the red "Purchase" button. A list will appear.
- In the list, click the "Free Student Pass". A dialogue box will appear. In the box, please enter the Student ID given by the SASD. Then click "OKAY".
- A confirmation screen will then pop-up saying "Thank you!". Press the "OKAY" button.



Lastly, please follow these steps for **Activating the Free Bus Pass**:

- Click the "Transit" tab at the bottom of the screen. Then click the "Continue" button under "Please Select a Route". A list of routes will appear. Click one of them to continue.
- You will then Confirm Boarding on the next screen. It may prompt you to select your pass. If so, click on the Free Student Bus Pass. Once confirmed, an animation of the bus will be displayed. This is your Free Student Bus Pass.

NOTE:

Pass can only be activated on one device at a time. If you get a new device, please be sure to logout of app on old device and delete the app prior to activating a pass on the new device.

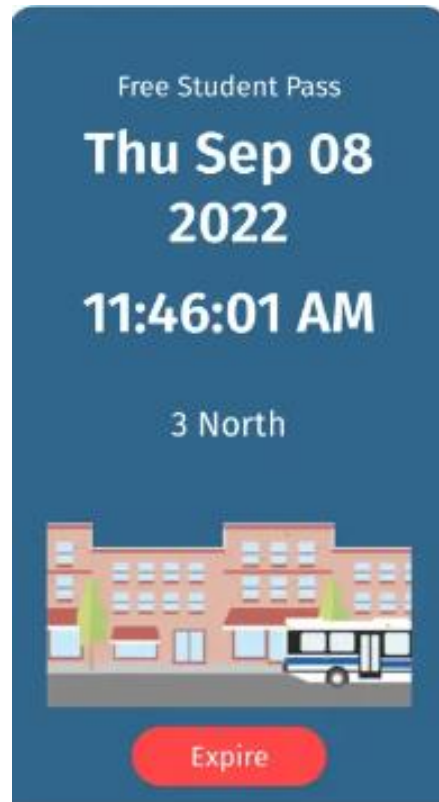
3

Using the app or bus pass is easy and required in order for students and faculty to take advantage of the free ride program. Simply show the driver your digital bus pass in HotSpot or your printed bus pass. That's it!

To access your pass, follow the steps for **Accessing the Bus Pass**:

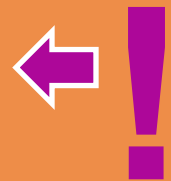
- Open the HotSpot app on your smartphone. Login in using your credentials (if required).
- Click the "Transit" tab at the bottom of the screen.
- You should see your available pass on this screen. Click the pass to display the animated bus pass.
- The bus pass expires at the end of each semester. Activation is required again at the start of the new semester.

Pass Features a Scrolling Bus and Live Clock



A few things as you board the bus:

- ✓ Bus Pass must be up on your phone and displayed to the driver at time of boarding the bus.
- ✓ Failure to show driver one of two permitted bus passes will result in denial of a free ride.
- ✓ Counterfeit or screen shots are not permitted and may result in a suspension of riding privileges.
- ✓ Passes may not be shared with other students or faculty.
- ✓ Passes are good for the school year listed on the pass.
- ✓ Printed passes may not be digitalized (photo) on a smartphone.
- ✓ Shoreline Metro or the Sheboygan Area School District reserve the right to rescind, restrict or suspend passes.



Frequently Asked Questions

How do students 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 Bus Pass to qualify for the free fare. Students enrolled at an elementary school will not be required to show a pass or ID. These students will simply be allowed to board at no cost. Students that forget their Bus Pass will be required to pay the cash fare. No exemptions.

Are students limited to only going to and from school? Students may use Shoreline Metro during regular service hours and on all routes. Students must simply show their pass to qualify for the free fare. Use Shoreline Metro to get to school, to the library, to work or to your after-school activities.

What about trips taken on non-school days or after hours? Students may use Shoreline Metro during regular service hours and on all routes. Students must simply show their pass to qualify for the free fare. Students needing transportation for work, sports, or after-school activities will be able to ride during all hours of service provided by Shoreline Metro with their Bus Pass.

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 requires children this young to travel with an adult for their safety. No IDs or proof of age is required.

Are trips provided by Metro Connection included in the free fares? Trips taken on Metro Connection are not included in this agreement. Customers certified to use the specialized transportation are required to pay the one-way fare for each trip taken.

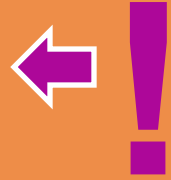
Can students be denied service under any circumstances? Students can be denied service under Shoreline Metro's Conduct Policy and Exclusion Policy. Shoreline Metro works with SASD to resolve student conduct issues but if conduct becomes a safety concern to other passengers, suspending use of Shoreline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

Please visit for more information on Shoreline Metro's Free Rides Program, please visit:

www.shorelinemetro.com/fares/sasd-students



Student Code of Conduct



The following conduct is prohibited on all Shoreline Metro property, including but not limited to buses, the Transfer Station and bus shelters. Any individual observed engaging in the conduct may be ordered to leave immediately by an authorized Shoreline Metro team member and may be subject to arrest by proper authorities or an exclusion (suspension) of service.

Students are expected to be responsible transit riders and will refrain from the following:

- *Smoking or vaping on buses or in facilities designated "no smoking or vaping";*
- *Fighting, horseplay and roughhousing;*
- *Bringing any items of a dangerous nature on-board buses including: weapons (pistols, rifles, knives or swords); flammable liquids; dangerous, toxic or poisonous substances; vessels containing caustic materials, chemicals, acids or alkalis; fishing rods which are not broken down or have unsecured or exposed hooks or lures, ski poles unless secured to skis or have tip covers; sheet glass and sharp objects. Fencing foils must be sheathed and left at the front of the bus with the bus operator;*
- *Behavior that is disruptive, harassing, or threatening in nature to Metro passengers or employees. This includes following or stalking passengers or employees;*
- *Causing sounds that are unreasonable and highly disruptive of other individuals using Shoreline Metro facilities or services, including but not limited to: prolonged loud, abusive, indecent, profane or drunken conduct;*
- *Misuse of fare media including counterfeit or stolen fare media;*
- *Drinking alcoholic beverages or possessing open containers of alcoholic beverages;*
- *Entering or remaining on Shoreline Metro buses after having been notified by an authorized individual not to do so, or boarding or remaining on Shoreline Metro buses during the period when an individual has been banned from the premises.*
- *Assault or threat of assault;*
- *Stealing or willfully damaging, defacing or destroying Shoreline Metro property. The City will prosecute anyone who steals or willfully damages, defaces or destroys Shoreline Metro property;*
- *Lighting an incendiary device (e.g. match, lighter, torch);*
- *Obstructing or interfering with the Bus Operator's safe operation of the bus;*
- *Roller-skating, roller-blading, bike riding or skateboarding on buses or on the Transfer Point platform;*
- *Hanging or swinging from stanchions or other bus equipment with feet off the floor;*
- *Indecent exposure;*
- *Use, sale or dealing of illegal substances;*

- *Engaging in indecent, profane, boisterous, unreasonably loud or otherwise disorderly conduct under circumstances in which such conduct tends to cause or provoke a disturbance. This is not intended to prohibit ordinary conversation between passengers in normal conversational tones;*
- *Hanging out, reaching out, or putting anything out of bus windows;*
- *Willfully refusing to pay a fare, or show specific fare media to the bus operator;*
- *Otherwise disorderly or inappropriate conduct which is inconsistent with the orderly and comfortable use of buses for their intended purpose.*

Additionally, students waiting at the Transfer Station for a connecting bus must do so on the platform or on the immediate adjacent medians.

Students (and customers) are not permitted to engage in activities in the adjacent parking lots. Failure to wait for a connecting bus on the platform may result in suspension of service (day), missing a bus, or removal by proper authorities.

Please visit for more information on Shoreline Metro's Code of Conduct Policies and Exclusion Policy:

<https://shorelinemetro.com/rider-services/customer-conduct-responsibilities/>

NOTICE:

Please be advised that Shoreline Metro uses video and audio recording devices on all Shoreline Metro buses and at the Shoreline Metro Transfer Station. In the event of an issue, accident or conduct violation, the captured audio and video will be used and shared with school district personnel and/or the Sheboygan Police Department and may be used in prosecuting the individual including suspension of service, citations or measures taken by the student's school.

Criminal activity will not be condoned. One or more of these violations may be enforceable by City of Sheboygan Codes 70-218 and 70-5 resulting in fines up to \$500.



Using the Bus Tracker

Shoreline Metro's GPS Bus Tracker is a convenient way to track buses in real-time on any route. Parents can monitor student's arrival times at school, work or home. Students can plan ahead when waiting for a bus, especially when it's cold or raining. This feature is free and easy-to-use for everyone!

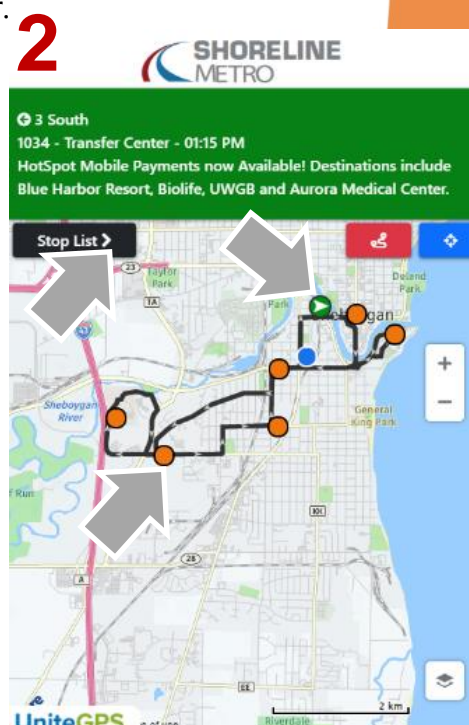
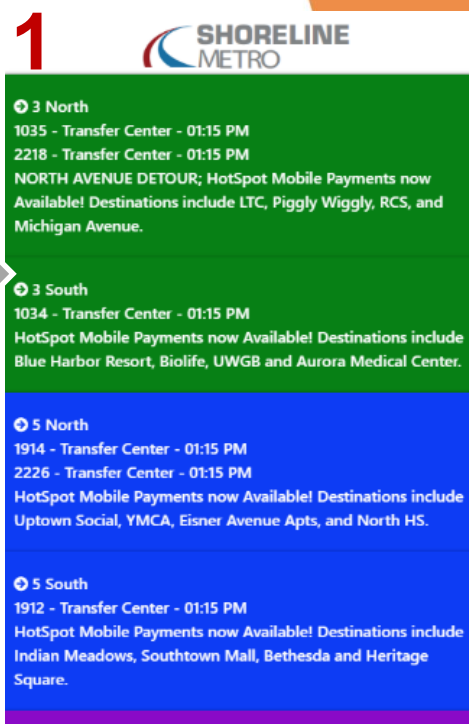
1 On your phone or PC, open a web browser and enter the website **transit.unitegps.com/sm** – click "enter" or "go". Your browser will take you to the following page. Click on any of the boxes to view the route.

2 The route page will open up and you'll see the route (black line) and several time points (orange dot). You will also notice a blue dot (your current location if you enabled your location) and a green or red dot with an arrow. This is the bus location in real-time (within 3-seconds).

- Click on any orange dots to see the pickup and drop off times through the day for this location.
- Click the green/red dot to see the bus number.
- Click the "Stop List" to see all stops and times for the route through the service day.
- Zoom "in" and "out" by clicking the +/- button with your mouse or pinch your fingers on a mobile device.

3 Save this website to your phone's home screen by going into the browser settings and "Add to Home Screen". This makes it quick and easy to access!

transit.unitegps.com/sm



Contact Us

Shoreline Metro staff are ready to assist you with questions, concerns or issues with service. Please see the following topics and contact information:

Customer Service

By Phone (920) 459-3281, Option 1
 By Email contact@shorelinemetro.com
 In-Person..... 828 Pennsylvania Avenue, Sheboygan

Or go online and submit a form digitally
<https://shorelinemetro.com/about/contact-us/>

Complaints & Compliments

By Phone (920) 459-3281, Option 1
 By Email contact@shorelinemetro.com
 In-Person..... 828 Pennsylvania Avenue, Sheboygan

Or go online and submit a form digitally
<https://shorelinemetro.com/about/file-a-complaint/>

Conduct Issues, Service Suspensions & Appeals

By Phone (920) 459-3281, Option 1
 ○ Supervisor Option 4
 ○ Director of Transit Option 6
 By Email
 ○ Supervisor Bruce Felten bruce.felten@shorelinemetro.com
 ○ Director Derek Muench derek.muench@shorelinemetro.com
 In-Person..... 828 Pennsylvania Avenue, Sheboygan

Shoreline Metro is a department of the City of Sheboygan and is governed by the Sheboygan Transit Commission. The Commission is comprised of elected officials, City department heads and citizens. The day-to-day operations is vested in the Director of Transit & Parking. The Director is overseen by the City Administrator. For more information, please visit our website.



2023-2024

SCHOOL YEAR CALENDAR

SEPTEMBER

5 - SCHOOL STARTS

OCTOBER

27 - NO CLASSES

NOVEMBER

10 - NO CLASSES
22 - EARLY RELEASE
23/24 - NO CLASSES

DECEMBER

22-29 - NO CLASSES

JANUARY

15 - NO CLASSES
19 - NO CLASSES

FEBRUARY

19 - MAKE-UP DATE
23 - NO CLASSES

MARCH

22-29 - NO CLASSES

APRIL

1 - MAKE-UP DATE

MAY

24 - MAKE-UP DATE
27 - NO CLASSES

JUNE

7 - EARLY RELEASE