TRAVEL TRAINING

Learn To

- **Ride Shoreline Metro**
- **Locate My Bus**
- **Plan My Trip**
- **Pay My Fare**
- **Stay Safe**

About Us

Shoreline Metro is the public transit system for the Greater Sheboygan Area including Sheboygan, Sheboygan Falls and Kohler.

We provide safe, accessible, affordable and reliable transportation services to our customers. We know indpendence is important to you. It's important to us. Use this guide to help gain the knowledge and confidence to use Shoreline Metro.
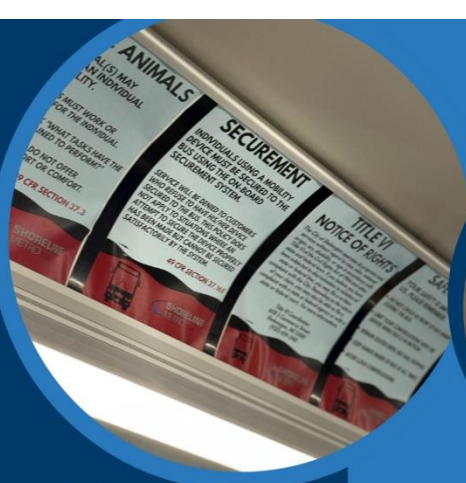
THE BUS
Overview

HOURS OF SERVICE

Shoreline Metro operates on weekdays from 5:15 a.m. to 8:15 p.m.

- Half-hour service (all routes depart every half hour from the Transfer Station) from 5:15 a.m. to 5:15 p.m.
- Hourly service (all routes depart once an hour from the Transfer Station) from 5:15 p.m. to 8:15 p.m.
  - Northbound routes depart at 5:45 p.m., 6:45 p.m. and 7:45 p.m.
  - Southbound routes depart at 5:15 p.m., 6:15 p.m. and 7:15 p.m.

NOTE: A Shuttle runs opposite the regular routes each half hour starting with the 5:15 p.m. departure and ending with the 7:45 p.m. departure.

Shoreline Metro operates on Saturdays from 8:45 a.m. to 4:15 p.m.

- Northbound routes depart at :45 past the hour.
- Southbound routes depart at :15 past the hour.

NOTE: A Shuttle runs opposite the regular routes each half hour starting with the 8:45 a.m. departure and ending with the 3:45 p.m. departure.

FARES

Shoreline Metro offers affordable and convenient fare options.

CASH FARES

- Cash Fare | $1.75 when boarding a bus
- Half-Fare | $0.85 when boarding a bus*

  Over 65-years of age, disabled or veteran.

UNLIMITED RIDE PASSES

- Day Pass | $3.00 (per day)
- 6-Pack Day Passes | $15.00
- Month Pass | $48.00 (calendar month)

PUNCH CARDS

- Half-Fare | $8.50 (20-punches)
- Student | $11.00 (20-punches)

SPECIAL FARES

- SASD Students/Faculty | FREE w/ Special Pass
- Children | FREE under 5-years of age with a paid adult.

NOTE: Only Cash Fares can be paid on the bus. All other fares must be purchased in advance.

RIDING THE BUS

Checklist

Riding Shoreline Metro is affordable, dependable, reliable and safe. The Bus Buddy and Travel Training programs make it EASY! The following checklist ensures you are accessing and using all available resources to make your experience learning and using Shoreline Metro quick and easy.

1. START HERE

> **Shoreline Metro Website**
> **www.shorelinemetro.com**
>
> Website features route guides, how-to guides, easy-to-use forms, contact info and forms for requesting services and info. Plus, translate information into one of several alternative languages.

> **Shoreline Metro Facebook Page**
> **www.facebook.com/shorelinemetro**
>
> "Like" us to stay up-to-date on everything Shoreline Metro.

NEXT

RIDING THE BUS

Checklist

2. FIND YOUR BUS STOP

> Customers should locate the closest bus stop to their residence using a route guide or our Trip Planner. This will help determine the route you need to access.

SCAN to Access the Trip Planner in Google Maps

NOTE: Shoreline Metro bus stops are located at any corner along the route and at signed stops (some exeptions apply).

3. PURCHASING FARES

> Customers may pay the cash fare on board the bus or purchase passes in advance either at the office, outlets or through the HotSpot App.

Get the HotSpot App

Android

Apple

Purchase Passes at a Sales Outlet

Piggly Wiggly North (3N)
Piggly Wiggly South (10S)
Pick N Save (7N)
Festival Foods (10N)
Piggly Wiggly Falls (20)
Shoreline Metro Customer Service Office

Or Pay Cash Fare On Board

NEXT

RIDING THE BUS

Checklist

4. PLANNING A TRIP

> Use this feature to plan your trip using Shoreline Metro. Planner is available on our website (lower right corner). The Trip Planner works very similar to driving directions in Google Maps.

SCAN to Access the Trip Planner in Google Maps

> Enter your START and END locations in the Trip Planner. Modify the "Depart At" or "Arrive By" boxes, select your travel date and click GET DIRECTIONS.

NOTE: Trip Planner will then open in Google Maps.

> In Google Maps, you can modify the route to be "less walking", "less transfers" or "best route". Select the option that is best suited for your trip and ability.

5. TRACKING YOUR BUS

> Now that you know your trip plan, you can track your bus in real-time using our handy Bus Tracker app. This app is free to download and free to use.

SCAN to Access the Bus Tracker App

NOTE: App opens in your default browser. In the browser settings, you can Add to Home Screen for quick and easy access.

NEXT ➤

RIDING THE BUS
Checklist

6. KNOW YOUR BUS

> Shoreline Metro has a standard fleet of buses, all designed to look and feel the same. Customers can easily identify our buses on route as well as the internal features including:

- **Doors** - The front door is for boarding or exiting and the rear door is for exiting only. Please allow others to exit first.
- **Route Guides** - A rack in the front of the bus is stocked with printed guides for your convenience.
- **Accessible Seating** - The front seats are reserved for individuals with a disability.
- **USB Charging Ports** - Convenient charging ports are either under the seats or along the wall in most buses.
- **Stop Requests** - Signaling ropes run the length of the bus for requesting a stop at a bus stop. Simply pull the rope 1/2 block from the requested bus stop.
- **Message Board** - Important information is always posted on the plexiglass in the front of the bus.

7. RIDER RESPONSIBILITIES

> Shoreline Metro requires all customers to act appropriately and refrain from illegal, threatening and disruptive behavior at all times while using the bus.

SCAN to Access Customer Conduct & Responsibilities

NOTE: Shoreline Metro reserves the right to suspend or revoke riding priviledges due to conduct violations.

RIDING THE BUS

Forms & Applications

HALF-FARE PROGRAM

A half-fare is available for customers over 65-years of age, veterans or individuals with a disability. Customers may complete an application to obtain a special ID card used to verify their eligibility to pay the cash fare or use the half-fare punch cards.

SCAN for Application

BUS BUDDY PROGRAM

Customers may request a Bus Buddy using the fillable form on the Shoreline Metro website. Once the form is reviewed, Shoreline Metro staff contacts the customer, reviews the request, and sets up an appointment to train with the individual. Training is at customer's pace and needs.

SCAN for Application

PARATRANSIT SERVICES

Customers unable to use the public transit system may qualify for demand response service provided by Metro Connection. Customers may apply using the fillable form on the Shoreline Metro website. Once the form is reviewed, Shoreline Metro staff contacts the customer, reviewes the application and sets up a customer in-person assessment.
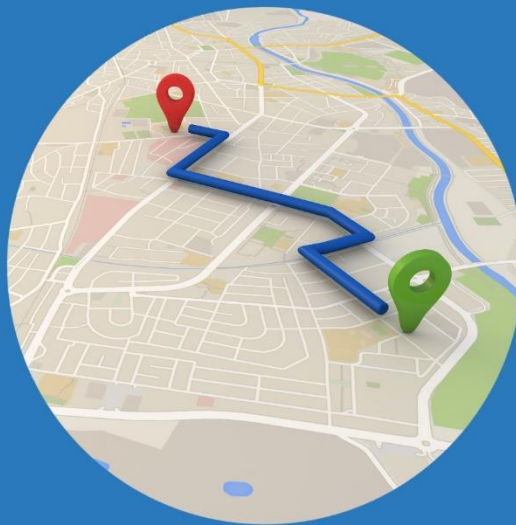
SCAN for Application

CONTACT@SHORELINEMETRO.COM   SHORELINEMETRO.COM

TRIP PLAN

Planner

TRIP PLANNER & NOTES

> Use this section to prepare your trip using Shoreline Metro route guides, Google Trip Planner or trip planning by a Shoreline Metro team member!

HOME BUS STOP LOCATION:
_____

PICK UP TIME: _____ **ROUTE:** 3N 3S 5N 5S 7N 7S 10N 10S 20N 20S

TRANSFER AT TRANSFER STATION: 3N 3S 5N 5S 7N 7S 10N 10S 20N 20S
_____

DESTINATION BUS STOP LOCATION:
_____

DROP OFF TIME: _____ **ROUTE:** 3N 3S 5N 5S 7N 7S 10N 10S 20N 20S

Use this Section for Trip Notes:

_____

_____

_____

_____