

2026

ADA

PROGRAM

49 CFR Parts 27, 37, 38 & 39

The purpose of this program is to ensure accessible and independent transportation for customers using the Shoreline Metro and Metro Connection public transit solutions.



www.shorelinemetro.com

Shoreline Metro Paratransit Program Table of Contents

Section One: Introduction	4
A. Applicability in General	4
B. About Shoreline Metro	5
C. Contact Information	6
D. Sheboygan Transit Commission	6
Section Two: Fixed Route Overview, Policies and Practices	8
A. System Characteristics	8
B. Route Narratives	8
C. Fares	11
D. Service Vehicles and Accessibility	11
E. Ramp and Securement Policy	12
F. Vehicle Maintenance	12
G. Service Animals	13
H. Medical Equipment	13
I. Communications and Stop Announcements	13
J. Assistance	13
K. Carry-On	14
L. Reasonable Modifications	14
M. Facilities	14
N. Reserved Seating for Individuals with a Disability	14
Section Three: ADA Paratransit Overview, Policies and Practices	15
A. Application Materials	15
B. ADA Paratransit and Visitor Eligibility	15
C. Hours of Service	17
D. Fares	17
E. Service Area	18
Section Four: Sheboygan County Specialized Transportation Programs Overview, Policies and Practices	19
A. Elderly Program	19
B. Rural Disabled Program	19
C. Hours of Service	19
D. Fares	19
E. Service Area	20

Section Five: Additional Service Characteristics22

- A. Personal Care Attendants/Companions22
- B. Service Cancellations22
- C. Reservations, Pickup Times and Cancellations22
- D. “No Show” Policy.....22
- E. Service Animals23
- F. Medical Equipment.....23
- G. Communications24
- H. Assistance.....24
- I. Seatbelts24
- J. Ramp and Securement Policy.....24
- K. Reasonable Modifications25
- L. Restrictions to Service25
- M. Negotiated Pickup Times, Pickup Window & Driver Wait Times25
- N. “Will Call” Pickups.....25
- O. Carry-On25
- P. Trip Modifications26
- Q. Definitions26

Section Six: Appeals Process and Complaint Registration27

- A. Appeals Process27
- B. Complaint Registration27

Section Seven: Support Documentation29

- A. Ridership/Budget/Costs29
- B. Census Information for Service Area30

Exhibits32

- A. Mobility Device Securement Policy32
- B. Application for Paratransit Services36
- C. Customer Conduct and Responsibilities and Refusal Policy.....44

Paratransit Plan Revision Notes46

Section One: Introduction

A. Applicability in General

The Federal Transit Administration (FTA) is charged with ensuring public transit providers comply with the DOT regulations implementing the transportation-related provisions of the Americans with Disabilities Act (ADA) of 1990 and Section 504 of the Rehabilitation Act of 1973, as amended. The regulations in 49 CFR Parts 27, 37, 38, and 39 set specific requirements transit providers must follow to ensure their services, vehicles, and facilities are accessible to and usable by individuals with disabilities.

The ADA applies to almost all providers of transportation service, whether private or public, and whether or not an entity receives Federal financial assistance:

- Any public entity that provides designated public transportation or intercity or commuter rail transportation;
- Any private entity that provides specified public transportation; and
- Any private entity that is not primarily engaged in the business of transporting people but operates a demand responsive or fixed route system” (§ 37.21(a))

Since FTA grantees primarily fall under the first category as public entities that provide designated public transportation, the DOT ADA regulations apply to them. Section 37.3 provides the following definitions:

- *Public entity* means (1) Any state or local government; (2) Any department, agency, special purpose district, or other instrumentality of one or more state or local governments; and (3) The National Railroad Passenger Corporation (Amtrak) and any commuter authority.
- *Designated public transportation* means transportation provided by a public entity (other than public school transportation) by bus, rail, or other conveyance (other than transportation by aircraft or intercity or commuter rail transportation) that provides the general public with general or special service, including charter service, on a regular and continuing basis.

A private entity may receive FTA funds to provide public transportation as either a subrecipient or a contractor. In those circumstances, specific provisions of the regulations will apply to these private entities. These provisions are discussed below. As stated earlier, the ADA and the DOT ADA regulations 1-5 FTA C 4710.1 Chapter 1 – Introduction and Applicability apply broadly to both public and private entities and to almost all types of transportation services. The discussion below describes how the various service arrangements determine which portions of the ADA regulations are applicable.

Since Shoreline Metro is a public entity, it is required to abide by the requirements in 49 CFR Parts 27, 37, 38, and 39. Shoreline Metro does not contract for public transit services as all services are provided in-house by the City of Sheboygan.

B. About Shoreline Metro

Shoreline Metro is a publicly owned and operated fixed route bus system serving the cities of Sheboygan and Sheboygan Falls, and the Village of Kohler. The City of Sheboygan took over management of operations of the privately-owned Sheboygan Transit, Inc. in 1972 and was renamed to Sheboygan Transit System. Transit services had been privately operated in the Sheboygan area since inception in 1944.

In 2011, Sheboygan Transit System was renamed to Lakeshore Metro, but due to a short legal dispute over the naming of the transit system, officials later renamed the public transit system to Shoreline Metro. The renaming was an effort to change the image of the bus system and rebrand it to appeal to new riders. The name change helped capture a holistic approach to lakeshore transportation and no longer singled out one community over another.

The following timeline of notable events related to ADA, or accessible transportation, in Shoreline Metro's history:

- **2014** – Metro Connection upgraded its dispatching and scheduling software from Route Match to Ecolane MDT. The upgrade had a direct impact on operations including a 25 percent reduction in revenue hours, 33 percent reduction in revenue miles, 25 percent reduction in vehicles in revenue service and a near 100 percent reduction in paper and printing.
- **2017** – Shoreline Metro redesigned all route guides to be ADA-friendly including both route names and colors. Shoreline Metro also redesigned its website to include many features such a translate option and mobile-friendly.
- **2019** – Shoreline Metro launched a customer-friendly Bus Tracker app to assist with locating Shoreline Metro buses in real-time on routes to assist customers with wait times, especially elderly and disabled customers. Shoreline Metro implemented an agreement with the Sheboygan Area School District allowing students and faculty to ride free with a special bus pass.
- **2020** – Shoreline Metro developed an online application for paratransit services reducing application and certification times. Shoreline Metro also developed several new fare media policies including going token-less on its paratransit services (Metro Connection) and removed tokens and transfers from its fixed route service, focusing on safer and easier fare options.
- **2021** – Shoreline Metro revised its service hours to be more worker-friendly on weekdays to 5:15 a.m. to 8:15 p.m. Saturday service (post-COVID) remained from 8:45 a.m. to 3:45 p.m. Metro Connection introduced an app for customers (Metro Connection On-Demand) to schedule their own trips. The app also allows customers to receive vehicle location and trip alerts, and cancel trips.
- **2024** – Shoreline Metro extended Saturday service hours one half-hour until 4:15 p.m. and eliminated all “last chance” shuttles at 8:15 p.m. on weekdays and 4:15 p.m. on Saturdays.
- **2025** – Shoreline Metro extended Saturday service hours one half-hour starting at 8:15 a.m. and reinstated Saturday fixed route transit service to Sheboygan Falls and Kohler (and eliminated the on-demand service that had been in place of fixed route).

C. Contact Information

Office: Shoreline Metro
608 S Commerce St
Sheboygan, WI 53081

Intermodal Facility: Shoreline Metro
828 Pennsylvania Ave
Sheboygan, WI 53081

Contacts: Derek Muench, Director
Shoreline Metro ADA Officer
608 S Commerce St
Sheboygan, WI 53081
Ph: 920.459.3140
derek.muench@shorelinemetro.com

Carletta Jones
ADA Coordinator
608 S Commerce St
Sheboygan, WI 53081
Ph: 920.459.3281, Option 2
carletta.jones@shorelinemetro.com

Website: www.shorelinemetro.com

Social Media: www.facebook.com/shorelinemetro

D. Sheboygan Transit Commission

The Sheboygan Transit Commission is the oversight committee for Shoreline Metro. It is a subcommittee of the Sheboygan Common Council.

Ordinance

The city establishes a transit commission pursuant to W.S.A., § 66.1021, which shall be designated the "Sheboygan Transit Commission." Such commission shall be responsible for the maintenance and operation of the city's comprehensive, unified local transportation system in accordance with the jurisdiction, powers and duties set forth in W.S.A., § 66.1021. Additionally, such commission shall maintain, operate and control all off-street parking facilities and on-street parking facilities, under the general control and supervision of the common council.

- (a) The transit commission shall consist of nine commissioners. Six of the members shall be the mayor, the chairman of the Committee on Finance and Personnel of the common council, the chair of the Committee on Public Safety of the common council, the chair of the committee on public works of the common council, the chief of police and the director of planning and development, who shall be members by virtue of their office. The other commissioners shall be three citizen members.
- (b) The three citizen members shall be appointed by the mayor and approved by the common council.
- (c) The citizen members of the commission shall be appointed for staggered three-year terms expiring on April 30 each year.
- (d) The mayor, the chief of police and the director of planning and development may designate another member of their respective department to attend a meeting or meetings of the transit commission in his or her absence with full power to act in his or her stead.

Chairperson: Ryan Sorenson (Mayor)*

Vice Chairperson: Brian Kelly (Citizen Member)

Committee Members:

Alderman Trey Mitchell

Alderman Zach Rust

Planning Director Taylor Zeinart*

Citizen Member Emily Hening

Alderman Dean Dekker

Police Chief Kurt Zempel*

Citizen Member Roy Kluss

Transit & Parking Director Derek Muench^

*Ex Officio member; ^Advisory to Commission

Section Two: Fixed Route Overview, Policies and Practices

A. System Characteristics

Population Served: 60,334 (2020 Census)

Service Area: Cities of Sheboygan, Sheboygan Falls and Village of Kohler

B. Route Narratives:

Route 3 North – North Central Sheboygan

Route 3 North services the north central area of the City of Sheboygan including LTC, Piggly Wiggly, Pigeon River Elementary School, Walgreens and RCS. It departs from the Transfer Point at quarter past (:15) and quarter to (:45) each hour. From the Transfer Point, the route heads west on Pennsylvania Avenue, north on N 14th Street/Calumet Drive past LTC then veers north onto N 15th Street up to Piggly Wiggly. From Piggly Wiggly, the route exits onto Mayflower Avenue and heads west to N 15th Street, then north on N 15th Street, west on Eisner Avenue then south on N 21st Street to North Avenue. At North Avenue, the route heads west to N 25th Street, south on N 25th Street, east on Geele Avenue and then south on N 13th Street, east on Michigan Avenue followed by heading south on N 10th Street, east on Center Avenue and returning to the Transfer Point.

Route 3 South – South Central Sheboygan

Route 3 South services the south-central area of the City of Sheboygan including South Pier/Blue Harbor Resort, Aurora Medical Center, Georgia Avenue Apartments, Horace Mann Middle School, BioLife, UWGB Sheboygan, and Old Wisconsin. It departs the Transfer Point at quarter past (:15) and quarter to (:45) each hour. From the Transfer Point, the route heads west on Pennsylvania Avenue, south on S 9th Street onto S 8th Street, then continues around the Indiana Avenue roundabout onto South Pier Drive, east on Fisherman’s Row, and north on Blue Harbor Drive before heading south on South Pier Drive to Indiana Avenue (this is a deviation by request only). The route then continues west on Indiana Avenue to S 17th Street, south on S 17th Street, then west on Georgia Avenue, west on Union Avenue to University Drive, east on the university access road then north back to University Drive. The route then heads north and east on University Drive to Taylor Drive, south on Taylor Drive, east on Union Avenue, north on S 24th Street, east on Broadway Avenue, north on S 14th Street and then east on Pennsylvania Avenue back to the Transfer Point. Blue Harbor is serviced by “request only” meaning the route will deviate to pick up and drop off customers at their request.

Route 5 North – Northeast Sheboygan

Route 5 North services the northeast area of the City of Sheboygan including Uptown Social, Washington School Apartments, Piggly Wiggly, Urban Middle School, North High School, and the YMCA. It departs the Transfer Point at quarter past (:15) and quarter to (:45) each hour. From the Transfer Point, the route heads east on Center Avenue, north on N 8th Street, west on Geele Avenue, north on N 13th Street to Eisner Avenue. From Eisner Avenue, the route travels east to N 10th Street, south on N 10th Street, east on North Avenue, south on N 3rd Street, west on Superior Avenue, and south on N 4th Street. On N 4th Street, the route travels south to and then east on Ontario Avenue to Broughton Drive, south on Broughton Drive to Pennsylvania Avenue, west on Pennsylvania Avenue, north on N 6th Street, west on Center Avenue back to the Transfer Point.

Route 5 South – South Central Sheboygan

Route 5 South services the south-central area of the City of Sheboygan including the Shoreline Metro office, Badger State Lofts, Indian Meadows Mobile Home Park, Heritage Square, Pick N Save and Camelot Manor. It departs the Transfer Point at quarter past (:15) and quarter to (:45) each hour. From the Transfer Point, the route heads west on Pennsylvania Avenue, south on Commerce Street, west on Indiana Avenue, south on S 11th Street, west on Georgia Avenue followed by south on S 12th Street. At Union Avenue, the route travels west, then south on S 16th Street, west on Mead Avenue, south on S 18th Street, west on Washington Avenue, south on S Business Drive to Indian Meadows. From Indian Meadows, the route heads south to Camelot Blvd, east on Camelot Blvd, north on S 18th Street, west on Carmen Avenue, and north on S Business Drive to Georgia Avenue. On Georgia Avenue, the route goes east to S 11th St, north on S 11th St, east on Indiana Avenue, north on Commerce Street and east on Pennsylvania Avenue to the Transfer Point. The Industrial Park is serviced “by request” at designated times through the day meaning the route will deviate to pick and drop customers at their request.

Route 7 North – Northwest Sheboygan

Route 7 North services the northwest area of the City of Sheboygan including the Mead Public Library, Sheboygan Aurora Clinic, Pick N Save, St Nicholas Hospital, and St. Nick Apartments. It departs the Transfer Point at quarter past (:15) and quarter to (:45) each hour. From the Transfer Point, the route heads west on Center Avenue, north on N 9th Street, west on Superior Avenue, south on N 23rd Street, west on Kohler Memorial Drive, north on N 25th Street, west on Superior Avenue past St Nicholas Hospital. At Taylor Drive, the route heads north to Main Avenue, south on N 29th Street, east on Saemann Avenue, south on N 16th Street, east on Superior Avenue and then south on N 9th Street and east on Center Avenue back to the Transfer Point.

Route 7 South – Southeast Sheboygan

Route 7 South services the southeast area of the City of Sheboygan including Farnsworth Middle School, South High School, Sunnyside Townhouses, Country Village, and access to Indian Meadows and Southtown Mall. It departs the Transfer Point at quarter past (:15) and quarter to (:45) each hour. From the Transfer Point, the route heads west on Pennsylvania Avenue, south on S 9th Street and continues south on S 8th Street, around the roundabout on S 8th Street, west on Wilson Avenue, south on S 12th Street to Weeden Creek Rd, west on Weeden Creek Rd, then north on S Business Drive, east on Washington Avenue then heads north on N 12th Street, east on Union Avenue, north on S 8th Street to Pennsylvania Avenue, west on Pennsylvania Avenue to the Transfer Point.

Route 10 North – Northwest Sheboygan

Route 10 North services the northwest area of the City of Sheboygan including the Sheboygan Aurora Clinic, Job Center, Big Lots, Marcus Cinema, Memorial Mall, Meijer, Festival Foods, Taylor Heights and the Tamarack Apartments. It departs the Transfer Point at quarter past (:15) and quarter to (:45) each hour. From the Transfer Point, the route heads west on Center Avenue, north on N 10th Street, west on Erie Avenue/Kohler Memorial Drive, north on N 25th Street, west on the Frontage Road, northwest on Wilgus Avenue and loops around through the Job Center. From the Job Center, the route continues southeast on Wilgus Avenue, south on Taylor Drive and loops through Meijer. From Meijer, the route heads south on Taylor Drive and loops through Festival Foods and Taylor Heights. From Taylor Heights, the route heads east on Erie Avenue, north on N 19th Street, east on Kohler Memorial Drive/Erie Avenue, south on N 9th Street, and then east on Center Avenue to the Transfer Point.

Route 10 South – Southwest/South Central Sheboygan

Route 10 South services the southwest and south-central areas of the City of Sheboygan including Washington Square, Walmart, the Detention Center, Nemark, Acuity, Aldi, and Wildwood Park. It departs the Transfer Point at quarter past (:15) and quarter to (:45) each hour. From the Transfer Point, the route heads west on Pennsylvania Avenue, south on S 14th Street, continues south on S Business Drive, west on Wilson Avenue into Washington Square past Piggly Wiggly before exiting on the Frontage Road onto Washington Avenue, then west to Greenwing Drive, south on Greenwing Drive, west into Walmart then north out of Walmart to the Frontage Rd, east to Greenwing Drive, north to Washington Avenue, east to S 32nd Street, then north on S 32nd Street, west on Crocker Avenue to Taylor Drive, then north to New Jersey Avenue, east on New Jersey Avenue to S 15th Street, east on Pennsylvania Avenue to the Transfer Point.

Routes 20N & 20S – Sheboygan Falls/Kohler

Route 20N and 20S service the Village of Kohler and City of Sheboygan Falls, and a small portion of the City of Sheboygan, Woodlake Market, Kohler Company, Deer Trace Kohler, Bemis Manufacturing, Sheboygan Falls High School and Middle School, Sheboygan Falls Municipal Building, Piggly Wiggly, Forest Avenue Mobile Home Park, the Aging and Disability Resource Center and Walmart (south side Sheboygan). Route 20N travels in a counterclockwise motion departing the Transfer Point weekdays at 5:45 a.m., 7:15 a.m., 9:15 a.m. and 12:15 p.m. Route 20S travels in a clockwise motion departing the Transfer Point weekdays at 1:45 p.m., 4:15 p.m., 5:45 p.m. and 7:15 p.m. Route 20N is provided as “on-demand” service on Saturdays (service is provided using Metro Connection for customers traveling to or from Sheboygan Falls or Kohler. All fixed route runs have a headway of 60-min.

Route 40 – The Harbor Centre Express

Route 40 services the downtown, Riverfront, South Pier, Marina/Lakefront and other attractions in the City of Sheboygan including Blue Harbor Resort, Riverfront, John Michael Kohler Arts Center, Harbor Centre Marina, Deland Park, Fountain Park and downtown Sheboygan. The route runs annually from Mid-June to Labor Day and includes service on the Fourth of July. It departs the Transfer Point weekdays at the top (:00) and bottom (:30) of each hour weekdays from 11:00 a.m. to 8:00 p.m. and Saturdays from 10:00 a.m. to 4:00 p.m. From the Transfer Point, it travels east on Pennsylvania Avenue to S 8th Street, S 8th Street to Indiana Avenue and onto South Pier Drive via roundabout, followed by heading around past Blue Harbor Resort on Blue Harbor Drive and finally departing South Pier on South Pier Drive. At the roundabout at Indiana Avenue, the route heads west on Indiana Avenue to the Kohler Arts Preserve, then circles back to Taylor Drive, south on Taylor Drive to Union Avenue, Union Avenue to UWGB over to University Drive and Bookworm Gardens. Then the route heads back on Union Avenue to Taylor Drive, north to Indiana Avenue and east on Indiana Avenue to S 8th Street. Then it goes north on S 8th Street, before heading northeast on Riverfront Drive to Pennsylvania Avenue. It then continues north on N 6th St to New York Avenue, east on New York Avenue to the Kohler Arts Center, then south on N 7th Street to Pennsylvania Avenue, east on Pennsylvania Avenue to Broughton Drive and then north to the marina. The route then continues past the on Broughton Drive where the route continues north to Michigan Avenue, then west on Michigan Avenue to N 14th Street, north to North Avenue, east on North Avenue past 3 Sheeps Brewing to N 8th Street, then south on N 8th Street to Center Avenue and finally west on Center to the Transfer Point.

C. Fares

- Cash Fare | \$2.00
- Half Fare | \$1.00
- Half Fare Punch Card | \$10.00
- Monthly Pass | \$50.00
- 30-Day Pass | \$45.00 (app only)
- Day Pass | \$4.00
- 6-pack Day Passes | \$18.00
- Student Punch Card | \$11.00
- FREE | Passengers under the age of 5 when accompanied by an adult. Sheboygan Area School District students with Student Bus Pass.

D. Service Vehicles and Accessibility

Shoreline Metro has thirty-seven (33) revenue service vehicles in its fleet including:

- Twenty-one (21) Gillig low floor 35' coaches
- Eleven (11) small to medium-sized paratransit buses
- One (1) Hometown Trolley
- Three (3) 2025 Ford Explorers staff support vehicles
- Two (2) 2025 Ford Superduty maintenance support pickup trucks

The Gillig low floor coaches are 100% accessible and are equipped with ramps and Q-Straint mobility device securement systems (2). Sixteen of twenty-one vehicles have a 3-point securement system on board making securements quicker and easier.

The paratransit buses are also 100% accessible and are equipped with lifts and Q-Straint mobility device securement systems (2).

The Hometown Trolley is 100% accessible and is equipped with lifts and Q-Straint mobility device securement systems (2). The non-revenue support vehicles are not accessible.

All of Shoreline Metro's routes are 100% accessible for mobility devices and disabled individuals. Drivers shall pick up and disembark disabled passengers including mobility devices at all designated bus stops unless the ramp cannot be deployed, the ramp will be damaged if deployed, or temporary conditions preclude the safe use of the stop by all passengers. In the event of an unsafe disembark location the driver shall temporarily use the next closest corner, safe bus stop or accessible location to disembark the passenger as to not cause any damage to the ramp or harm to the passenger.

E. Ramp and Device Securement Policy

Shoreline Metro's fleet of revenue vehicles are all equipped with securement devices as well as ramps. Shoreline Metro requires that all mobility devices such as wheelchairs and scooters be secured using the four (4) point securement devices on board all fixed route buses (or three (3) point securement available on all the 1900, 2000 and 2200 series buses). Shoreline Metro also strongly encourages but does not require users in mobility devices to use the provided lap and shoulder belts. Shoreline Metro drivers must document and report all mobility device users who have declined the use of the lap and shoulder belts. Transit drivers must also assist with the use of ramps and securement devices, as necessary.

Shoreline Metro will transport customers using a mobility device such as a wheelchair, scooter, or power chair (any device used as a mobility aid and is classified as a transport chair). Drivers will secure these devices using proper securement whenever possible. Shoreline Metro will not deny service to passengers using a mobility device when an attempt to secure using proper securement has been made, but for whatever reason, proper securement cannot be obtained. It is also the policy to follow the department procedures for proper securing mobility devices and in accordance with the ADA as documented in 49 CFR, Part 37 (Transportation Services for Individuals with Disabilities).

Service will be denied to a passenger using a mobility device who declines to permit his/her wheelchair to be secured to an accessible bus with the securement devices provided or cannot be safely accommodated outside of the aforementioned safety specifications.

Shoreline Metro may, at the discretion of the staff and drivers, use Q-Straint looping straps to assist with securing mobility devices to the bus. Certain scooters and non-traditional mobility devices will require these straps to assist with proper securement

All Shoreline Metro drivers and staff will be trained on proper mobility device securements and “best practice” techniques by a certified trainer. All drivers will have written certificates on file of the training date and training curriculum. Drivers will be trained once every two (2) years with training not to exceed every three (3) years. Please see Appendix A for the policy in its entirety.

F. Vehicle Maintenance

All vehicles in the Shoreline Metro fleet must be properly maintained including the operative condition of all accessibility features available to individuals with disabilities. These features include lifts, ramps, securement devices, signage, and systems to facilitate communication. All accessibility features will be repaired promptly.

In the event of an inoperative device or impaired accessibility feature, the vehicle will be removed from the assigned route until all repairs are complete. If the device or accessibility feature occurs or is noticed during the middle of a shift, the vehicle must either be repaired or removed from route prior to the start of the next service day.

Alternative service to individuals with disabilities will be made if a vehicle with an inoperative device or impaired accessibility feature is on a fixed route and the headway to the next accessible vehicle exceeds thirty (30) minutes on the Sheboygan routes or sixty (60) minutes on the Sheboygan Falls and Kohler route.

G. Service Animals

Individuals requiring the use of a service animal are permitted to bring their service animal on board the bus. Service animals may accompany an individual for any reason including physical, mental, emotional or psychological reasons.

A service animal is defined as any animal individually trained to work or perform tasks for an individual with a disability, including but not limited to guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items.

Individuals requiring a service animal are not required to certify or register the animal, but the animal must remain on a leash or safe holding container as to not cause harm or undue hardship to other passengers. There is no limit as to how many service animals a passenger may bring on board.

Drivers will ask a customer:

- 1) Is that a service animal?
- 2) What task(s) has the animal been trained to perform?

Customers should be prepared to answer these questions upon boarding the bus.

H. Medical Equipment

Shoreline Metro allows individuals to bring medical equipment such as respirators and portable oxygen tanks on board buses. Individuals using these devices are asked to keep them strapped to the mobility device or remain in the lap while on route. Oxygen tanks should remain upright at all times and must be secured to the mobility device or held in an upright position.

I. Communications & Stop Announcements

Shoreline Metro will provide to its passengers, upon request, material including maps, applications and policies in an accessible format for disabled individuals. If an accessible format is unavailable, Shoreline Metro will accommodate the individual's request to the best of its ability.

Shoreline Metro drivers and operators are required to announce stops at transfer points, major intersections, and destination points, at adequate intervals along a route.

Shoreline Metro drivers will accommodate an individual's stop request and announce when the route has arrived at this destination.

J. Assistance

Drivers will assist any individual requiring additional help with boarding and alighting. Drivers may assist passengers for safety reasons as to prevent passenger accidents. Shoreline Metro does not promote assistance when safety to drivers or passengers is at risk. When a driver's or passenger's safety is at risk, Shoreline Metro staff may recommend paratransit service for the user, but may not require it.

Shoreline Metro drivers will not lift, drag, pull or operate a passenger's mobility device. Shoreline Metro drivers will not lift or carry a passenger. Passengers requiring this level of assistance should travel with a Personal Care Attendant (PCA).

K. Carry-On

Customers are permitted to carry up to four personal belongings and grocery bags on board. This constitutes a reasonable amount. Drivers may not permit an excessive number of belongings or grocery bags. A customer's trip may be denied due to an excessive number of belongings or grocery bags without a personal care attendant or guest.

L. Reasonable Modifications

Shoreline Metro 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 in advance to properly consider and plan for such modification but may be made to the driver at the time of boarding.

M. Facilities

Shoreline Metro owns and operates two facilities used in conjunction with providing fixed route public transit service. The administrative and maintenance facility, located at 608 S Commerce Street in Sheboygan, does not offer customer parking that is accessible to the facility. Customer parking is limited to on-street parking adjacent to the building and therefore, lacks accessibility. The facility, built in 1973, does not see much customer foot traffic. All meetings, hearings, or public information sessions are held at an accessible location such as City Hall. Shoreline Metro staff is able to assist customers as needed.

The Shoreline Metro Intermodal Transfer Station, located at 828 Pennsylvania Ave in Sheboygan, is 100% accessible to customers. The station, built in the 1990s, has several accessible ramps located at each end of the station. The customer service office is accessible featuring an ADA accessible door and customer service counter at ADA height. The customer service counter area is large enough to accommodate a mobility device. The customer boarding and alighting areas allow for buses to deploy ramps for customers with mobility issues. A temperature-controlled waiting area has an ADA accessible door.

N. Reserved Seating for Individuals with a Disability

Shoreline Metro has designated the seats in the securement area as reserved for individuals with a disability. Customers without a disability that do not require these seats must vacate these seats when an individual with a disability requests the seats.

Carts and strollers can use the securement area, but must also vacate this area when a disabled individual request and requires the seats.

Section Three: ADA Paratransit Overview, Policies and Practices

Shoreline Metro's Paratransit service, known as Metro Connection, is an origin-to-destination transportation service for people with disabilities who have been certified as unable to use Shoreline Metro's accessible fixed route bus service for some or all trips.

Shoreline Metro provides complimentary ADA Paratransit services in conjunction with its fixed route bus system and in accordance with the Americans with Disabilities (ADA) Act of 1992 under Title III. Under this provision, individuals who are unable, because of a disability, to use the fixed bus service may be eligible for this program.

Shoreline Metro operates Metro Connection for its paratransit services. Shoreline Metro also contracts with Sheboygan County to provide other specialized transportation programs (SS 85.21) such as the Elderly and Disabled transportation programs which are managed by Shoreline Metro.

A. Application Materials

Application material and other information for Metro Connection's Specialized Transportation Services are available:

- Digitally on the Shoreline Metro website;
- In-print at the Shoreline Metro office.
- In-print by request via email or mail.

Applications may be filled out online on Shoreline Metro's website, www.shorelinemetro.com/metroconnection.

Notices and applications will be sent to potential users of paratransit services upon request. Potential users are encouraged to use the online application for applying for services. Please see Exhibit B to view the printed application or <https://shorelinemetro.com/application-for-specialized-services/> for the digital application.

B. ADA Paratransit and Visitor Eligibility

Metro Connection determines eligibility upon review of a completed application form containing information regarding the applicant's functional ability. Metro Connection reserves the right to require a medical professional's opinion and/or a functional assessment prior to determining eligibility. An individual's origin and destination must be within $\frac{3}{4}$ mile of the fixed bus route. Please see Section C for hours.

Clients are asked to complete an application form to establish eligibility. Upon completion of the entire application and submittal to Metro Connection, an application review will take place. Metro Connection, in accordance with Title III of the Americans with Disabilities Act of 1992 will determine eligibility after receiving the completed application and all supplemental information and documents. As part of the application process, Metro Connection may require further medical information from a medical professional or an in-person assessment to be conducted by the ADA Coordinator or his/her designee. Upon receipt of all required forms and/or assessment, a written response will be mailed to the individual notifying them of their eligibility status within twenty-one (21) business days.

If the application is denied, the determination will be in writing and a copy will be retained in the customer's file for future reference.

Eligibility Requirements:

- a. Temporary Disabilities – An individual must meet one of the three eligibility criteria for a limited period of time.
- b. Trip-by-Trip – An individual may meet criteria for some trips but not others.

Eligibility Criteria:

Individuals meeting any of the following criteria will be determined ADA paratransit eligible as defined by the Americans with Disabilities Act (ADA):

- 1) An individual with a disability who is unable to board, ride, or disembark from a fully accessible Shoreline Metro bus.
- 2) An individual with a disability who is able to board, ride, or disembark from a fully accessible Shoreline Metro bus, however, an accessible vehicle is not available on the regular bus system.
- 3) An individual who as a specific impairment-related condition, which prevents the individual from getting to or from a boarding or departure location of the regular bus system. This relates to environmental or architectural barriers under public control, which prevent individuals getting to or from accessible transportation.

Presumptive/Reciprocal Eligibility (Visitor Policy):

Metro Connection will observe presumptive and reciprocal eligibility if the individual meets the ADA certified eligibility criteria. Eligibility will be presumed and reciprocal provided an individual presents certification from another system. If an individual claims eligibility from another system, but has no certification, Metro Connection will honor the request on the presumption of eligibility. In such cases, a proof that the individual is, in fact, not a resident of the local transit district and if the request for service is based upon a hidden impairment, medical documentation may be required.

Such presumption of eligibility will be for twenty-one (21) days and service will be provided on the same basis as for locally certified individuals. Metro Connection requires that the individual make a request for ADA certification beyond the twenty-one (21) day period, if the individual plans to continue using the paratransit services.

Once the applicant is certified eligible, the applicant will receive a notification. Certified individuals will not be denied service based on trip purpose. Individuals may be requested to provide the reason for the trip, but will not be denied service based on trip purpose. However, subscription service may be capped at 50% unless there is non-subscription capacity. Subscription service is defined as trips that are scheduled regularly weekly, monthly, or bi-monthly in advance. Conditions which make traveling to or from a boarding or disembarking location, or riding on the bus system more difficult or less comfortable, but not impossible, are not reasons for paratransit eligibility.

For individuals determined not eligible for paratransit services, please see Section Five for the Appeals Process for ADA Eligibility.

C. Hours of Service

Shoreline Metro's Paratransit Service is available only during the regular Shoreline Metro fixed route bus service hours. Paratransit service is available on weekdays from 5:15 a.m. to 8:15 p.m. and on Saturdays from 8:15 a.m. to 4:15 p.m.

Paratransit service is not available outside of hours of service and on major holidays including New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, or Christmas Day.

Individuals certified for paratransit services must contact Metro Connection to schedule a trip. Individuals wishing to make trip reservations must do so during the regular office hours. Office hours are from 8:00 a.m. to 3:00 p.m., Monday through Friday.

Customers may schedule a pickup no earlier than the start of the service day (although some trips may pick up earlier due to scheduling). Customers may not schedule a pickup later than 15-minutes prior to the end of the service day

D. Fares

ADA Cash Fare:

The cash fare for origin-to-destination transportation is \$4.00 per ride. The fare established for paratransit transportation is equal to or less than double the fixed route adult fare (\$2.00).

Additional Non-ADA Fares:

- Agency Trips are \$20.00 per one-way trip for customers whose trips are paid for by a social service agency.
- Premium Trips are \$8.00 per one-way trip and apply to:
 - Same-day trips;
 - Same-day changes to an existing trip;
 - A second bus when "no showing" at a pick-location;

The fee is applied to the affected trip(s) and may not apply to both legs of the trip. Agency trips are not eligible for premium trips.

Payments: All 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. Customers must maintain a positive balance. Customers may have their riding privileges suspended for lack of sufficient funds, significant negative balance or failure to make payments.

Customers may also pay the cash fare to the driver at the time of the trip. Drivers do not make change for customer payments.

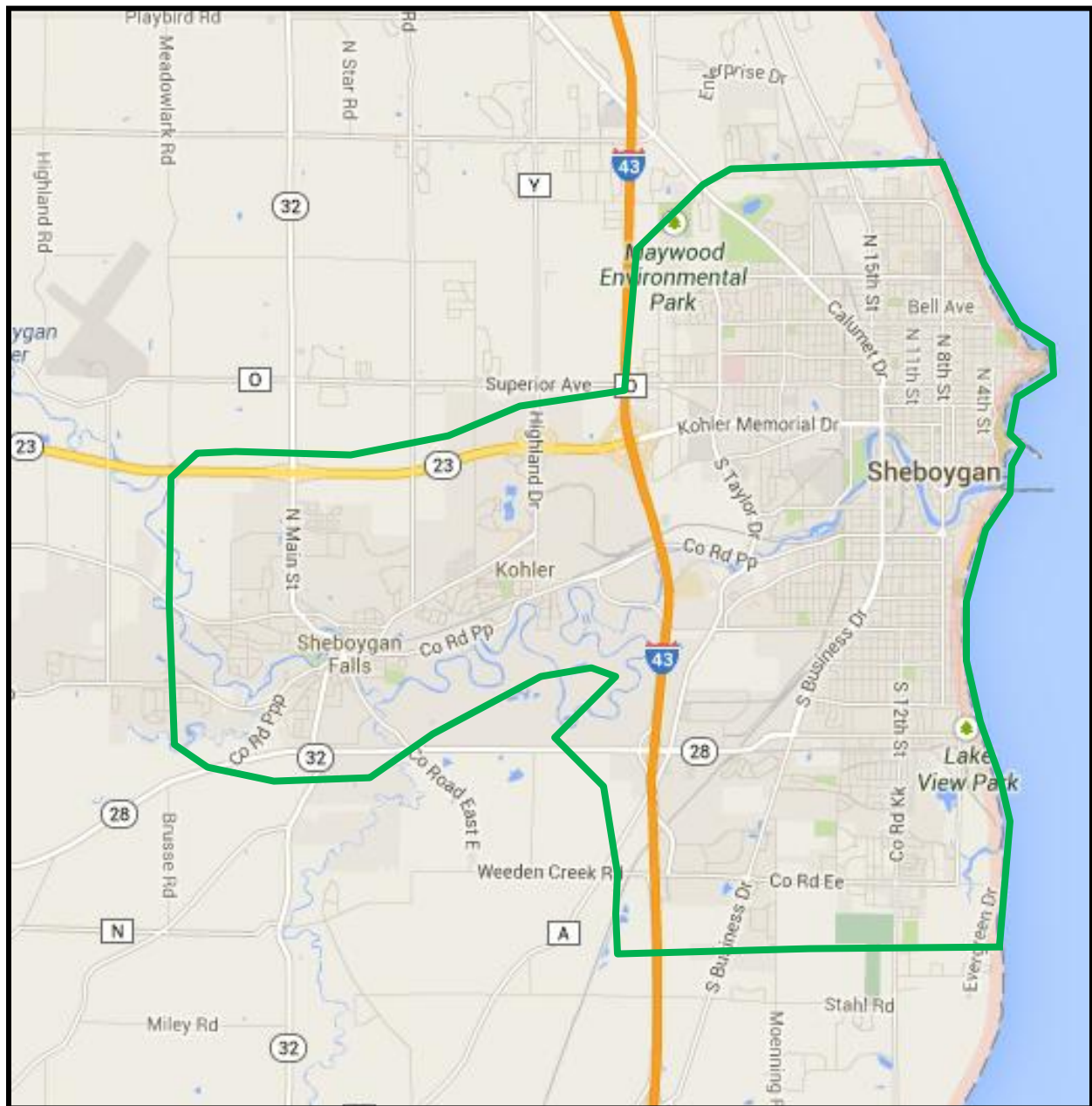
E. Service Area

The service area includes much of the Cities of Sheboygan and Sheboygan Falls, and Village of Kohler. Service area is ¼ of a mile from the fixed route in these communities and is measured “as the crow flies”. The following map shows an overview of the service area. Customers living in a borderline area are assessed at the time of their application for availability of service.

Service is not provided across jurisdictional boundaries within the ¼ mile area (such as adjacent municipalities) in accordance with the Code of Federal Register.

SERVICE AREA MAP

(Approximate)



Section Four: Sheboygan County Specialized Transportation Programs Overview, Policies and Practices

Shoreline Metro and the City of Sheboygan partner with Sheboygan County annually to provide transportation services for the residents of Sheboygan County. The county transportation program is managed by Shoreline Metro through coordination with the Aging and Disability Resource Center (ADRIVEC).

Funding for the County's programs is available through the State of Wisconsin's 85.21 Program. The program requires an annual grant application with disbursement of funds based on Sheboygan County's elderly and disabled population. The money available for this program has been designated to service elderly and disabled individuals throughout portions of Sheboygan County.

A. Elderly Program

The Elderly Program is a specialized transportation option for ambulatory individuals over the age of 60. This program is origin-to-destination and is available for Sheboygan County residents living in the service area. Individuals using this program must travel within the service area. No out of county service is available with this program.

The Elderly Program established medical, nutritional, and employment rides have first priority with social and recreational rides on a first-come, first-serve basis. Any Personal Care Attendants (PCA) may ride free of charge.

B. Rural Disabled Program

The Rural Disabled Program is a specialized transportation option for non-ambulatory individuals traveling within the Sheboygan County service area. This program is origin-to-destination and is available for Sheboygan County residents living in the service area. No out of county service is available with this program.

The Rural Disabled Program established medical, nutritional, and employment rides have first priority with social and recreational rides on a first-come, first-serve basis. Any Personal Care Attendants (PCA) may ride free of charge.

C. Hours of Service

The Sheboygan County programs are available on weekdays from 7:30 a.m. to 3:30 p.m.

Service is not available outside of hours of service and on major holidays including New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, or Christmas Day.

Customers may schedule a pickup no earlier than the start of the service day (although some trips may pick up earlier due to scheduling). Customers may not schedule a pickup later than 15-minutes prior to the end of the service day

D. Fares

Elderly and Disabled Program Fares:

The cash fare for origin-to-destination transportation is \$4.00 per one-way trip. Meal site trips have a reduced fare of \$4.00 roundtrip.

Additional Fares:

- Agency Trips are \$20.00 per one-way trip for customers whose trips are paid for by a social service agency.
- Premium Trips are \$8.00 per one-way trip and apply to:
 - Same-day trips;
 - Same-day changes to an existing trip;
 - A second bus when “no showing” at a pick-location;

The fee is applied to the affected trip(s) and may not apply to both legs of the trip. Agency trips are not eligible for premium trips.

Payments: All 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. Customers must maintain a positive balance. Customers may have their riding privileges suspended for lack of sufficient funds, significant negative balance or failure to make payments.

Customers may also pay the cash fare to the driver at the time of the trip. Drivers do not make change for customer payments.

D. Service Area

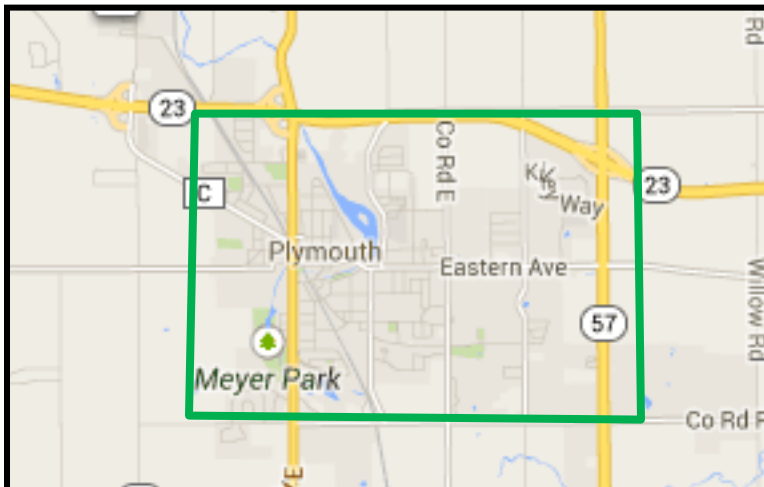
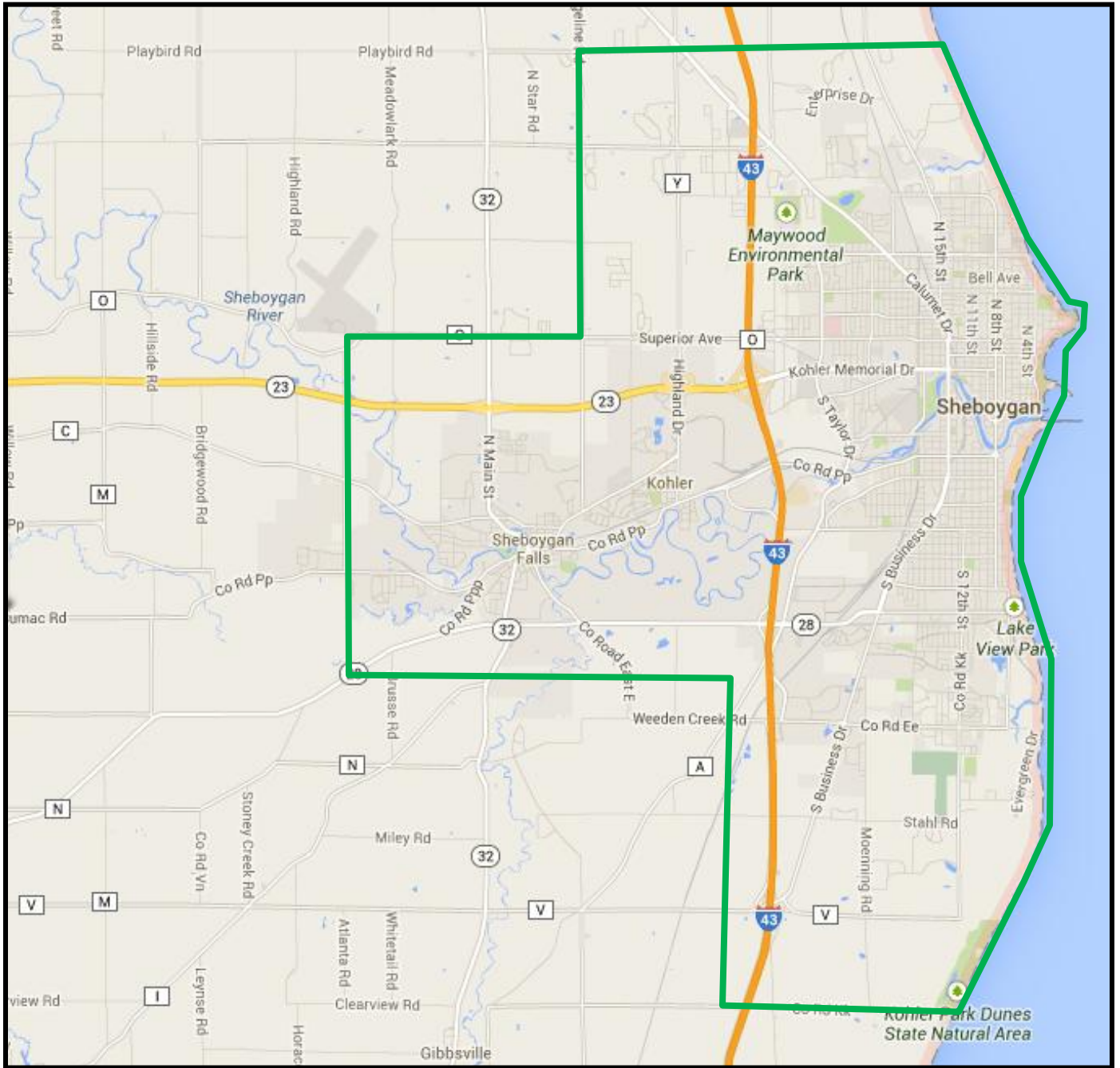
The service area includes much of the eastern part of Sheboygan County as outlined on the map on the next page. Additionally,

- Service is provided to the meal sites in Sheboygan, Sheboygan Falls, Plymouth and Adell.
- Service is provided within the Plymouth service area on Wednesdays and Fridays.
- Limited service is also available to the Village of Oostburg, Town of Gibbsville and Village of Cedar Grove (RCS route).

(See map on next page.)

SERVICE AREA MAP

(Approximate)



Section Five: Additional Service Characteristics

A. Personal Care Attendants/Companions

Individuals requiring a personal care attendant (PCA) shall be permitted to travel with one personal attendant on his/her trip at no additional charge. A personal care attendant should be certified during the eligibility evaluation. Individuals requiring a companion shall be permitted to travel with a companion, but the companion must pay the same fare. Additional companions may also be allowed to travel on a space availability basis.

Arrangements for additional companions must be made at the time of reservation; however, if other ADA certified individuals plan for a ride on a “next day” basis and space for the additional companions becomes unavailable, Metro Connection will contact the individual. Companions must have the same origin and destination as the certified individual in order to be eligible as a personal care attendant or companion. Passengers under the age of 5 must travel with a parent or guardian.

B. Service Cancellations

In the event of a major snowstorm or other emergency, Shoreline Metro and Metro Connection advise passengers to tune to a local radio station, the website, or Shoreline Metro’s Facebook page for information regarding paratransit and regular bus service. These media outlets will be notified prior to Shoreline Metro service being cancelled.

C. Reservations, Pickup Times and Cancellations

Certified ADA Paratransit and County Program customers are encouraged to call as early as possible to secure a trip at the desired time. All trips will be accepted on a “next day” basis (by end of business day prior to the day of the trip) and must be reserved during normal business hours (8:00am to 3:00pm, Monday through Friday). It may be necessary to negotiate pick up times on occasion up to one hour before or after the desired pick up time. Metro Connection may also pick up passengers up to fifteen (15) minutes before or after the scheduled pick up time. Metro Connection asks passengers to be ready at least fifteen (15) minutes prior to the scheduled pick up time.

Users must be prompt in notifying Metro Connection of any cancellations. All cancellations must be received at least thirty (30) minutes prior to the scheduled pickup time. An established pattern or practice of missed trips or “no shows” may lead to sanctions being imposed. All users who are facing sanctions will be notified in writing of the “no show” policy prior to sanctions being imposed.

D. “No-Show” Policy

A “no-show” occurs when a passenger schedules a ride with Metro Connection and fails to take the ride without canceling the reservation. If a customer wishes to cancel a reservation, they must contact Metro Connection at least thirty (30) minutes before the scheduled ride to prevent the trip from being considered a “no show”.

A customer is considered a no-show when the paratransit vehicle arrives at a customer pickup location within the thirty (30) minute window, waits the required four (4) minutes, and the scheduled customer does not board the vehicle. A late cancelation will also be considered and treated as a no-show. A late cancelation occurs when the scheduled trip is canceled less than thirty (30) minutes prior to the scheduled pick up time or cancelled at the door by the customer.

For example, if a passenger's scheduled pick up is 1:00 p.m., and the passenger is not available for pick up between 12:45 p.m. and 1:15 p.m., the passenger is then considered a "no-show".

If the frequency of a customer's no shows is greater than 15 percent over a 12-month period, a customer may have his/her riding privileges suspended. No-shows which are beyond the passenger's control will not be subject to sanctions.

Notification Procedure:

- 1st No-Show – Letter stating date of no-show and a copy of the no-show policy;
- 2nd No-Show – Letter stating date of no-show and a copy of the no-show policy;
- 3rd No-Show – Letter stating date of no-show, a copy of the no-show policy, and a thirty (30) day suspension (if applicable per policy); subsequent letters may be issued if under 15 percent.

In all cases where service is suspended, riders will have the opportunity to appeal. When appealed, service will continue to be provided until the appeal is heard and determination made.

E. Service Animals

Individuals requiring the use of a service animal are permitted to bring their service animal on board the bus. Service animals may accompany an individual for any reason including physical, mental, emotional or psychological reasons.

A service animal is defined as any animal individually trained to work or perform tasks for an individual with a disability, including but not limited to guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items.

Individuals requiring a service animal are not required to certify or register the animal, but the animal must remain on a leash or safe holding container as to not cause harm or undue hardship to other passengers. There is no limit as to how many service animals a passenger may bring on board.

Metro Connection drivers will ask a customer:

- 1) Is that a service animal?
- 2) What task has the animal been trained to perform?

Customers should be prepared to answer these questions upon boarding the bus.

F. Medical Equipment

Metro Connection allows individuals to bring medical equipment such as respirators and portable oxygen tanks on board buses. Individuals using these devices are asked to keep them strapped to the mobility device or remain in the lap while on route. Oxygen tanks should remain upright at all times and must be secured to the mobility device or held in an upright position.

G. Communications

Metro Connection will provide to its passengers, upon request, material including maps, applications and policies in an accessible format for disabled individuals. If an accessible format is unavailable, Metro Connection will accommodate the individual's request to the best of its ability.

H. Assistance

Metro Connection drivers will assist individuals from the first door of their origin to the vehicle and from the vehicle to the first door of their destination. Drivers will assist passengers for safety reasons as to prevent passenger accidents and incidents. Metro Connection does not promote assistance when safety to drivers or passengers is at risk. When a driver's or passenger's safety is at risk, Metro Connection staff may not assist a passenger.

Shoreline Metro drivers will not lift, drag, pull or operate a passenger's mobility device. Shoreline Metro drivers will not lift or carry a passenger. Passengers requiring this level of assistance should travel with a Personal Care Attendant (PCA).

I. Seatbelts

Metro Connection requires all passengers to use the provided lap and/or shoulder belts unless the passenger's disability or condition prevents them from doing so or will cause further harm to the passenger. Passengers should communicate this to the driver when boarding the bus. For customers unable to wear the lap belt, an exception must be on file with Metro Connection.

J. Ramp and Securement Policy

Metro Connection's fleet of revenue vehicles are all equipped with securement devices as well as lifts. Metro Connection requires that all mobility devices such as wheelchairs and scooters be secured using the proper four (4) point securement devices on board all paratransit buses. Metro Connection also requires users in mobility devices to use the provided lap and shoulder belts.

Metro Connection will transport customers using a mobility device such as a wheelchair, scooter, or power chair (any device used as a mobility aid and is classified as a transport chair). Drivers will secure these devices using 4-point securement whenever possible. Metro Connection will not deny service to passengers using a mobility device when an attempt to secure using 4-point securement has been made, but for whatever reason, 4-point securement cannot be obtained. It is also the policy to follow the department procedures for proper securing mobility devices and in accordance with the ADA as documented in 49 CFR, Part 37 (Transportation Services for Individuals with Disabilities).

Service will be denied to a passenger using a mobility device who declines to permit his/her wheelchair to be secured to an accessible bus with the securement devices provided or cannot be safely accommodated outside of the aforementioned safety specifications.

Metro Connection may, at the discretion of the staff and drivers, use Q-Strait looping straps to assist with securing mobility devices to the bus. Certain scooters and non-traditional mobility devices will require these straps to assist with proper securement

All Metro Connection drivers and staff will be trained on proper mobility device securements and "best practice" techniques by a certified trainer. All drivers will have written certificates on file of the training date and training curriculum. Drivers will be trained once every two (2) years with training not to exceed every three (3) years. Please see Appendix A for the policy in its entirety.

K. Reasonable Modifications

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 in advance to properly consider and plan for such modification but may be made to the driver at the time of boarding.

L. Restrictions to Service

Metro Connection vehicles may safely transport passengers and their mobility device with a total combined weight up to 800lbs and up to 30” wide by 48” long.

M. Negotiated Pick Up Times, Pickup Window & Driver Wait Times

Metro Connection reserves the right to negotiate a requested pick up time by up to 1-hour of the requested time. Metro Connection may also pick up a customer up to fifteen (:15) minutes prior to or after the scheduled pick up time. For example, if a customer’s scheduled pick up time is 8:00 a.m., Metro Connection may pick up the customer no earlier than 7:45 a.m. or later than 8:15 a.m.

Metro Connection has a wait time of four (4) minutes upon arrival before departing. Metro Connection will in most cases provide a courtesy call to the customer upon arrival by the driver. If the customer fails to show for the trip after the four (4) minutes, the driver will depart and the customer may be marked as a “no show”. Customers also have up to four (4) minutes to alight (exit) the bus.

Customers are permitted to ride on board up to one (1) hour from the time of the pickup to the time of the drop off.

N. “Will Call” Pick Ups

Metro Connection provides flexibility for its customers. Customers may call for their return trip; however, the wait period for pickups may be up to one (1) hour. Metro Connection strives to provide timely pickups for customers that call for their return pickups with typical response times much less than one (1) hour.

O. Carry-On

Customers are permitted to bring a reasonable amount (up to 4) of bags, packages, or containers on board with them. Reasonable is defined as an amount that an individual is able to and can comfortably carry-on one boarding and/or place on the seat next to them, if such space is available. Metro Connection drivers may only assist with light bags and packages only if it does not interfere with the safety of assisting the customer.

Customers intending to travel with more than the reasonable number of bags and packages may have a Personal Care Attendant (PCA) travel with them at no additional cost. Each person is then able to bring a reasonable amount on board the bus.

Customers found to be in violation of this policy may not have their belongings or bags above the reasonable amount transported by Metro Connection.

P. Trip Modifications

Customers making a cardinal (significant) modification to any portion of their trip the same day of the trip will be charged a premium fare for such changes. This may include time of pick up or drop off, pick up or drop off location(s), or failure to complete a trip.

Customers that are picked up but fail to complete the trip for whatever reason, or fail to exit the bus upon arrival within four (4) minutes will be returned to their pick-up location. A premium fare will be charged

(same day trip) and the customer will be dropped off when time allows in the schedule as to not impede or impact other customer's ability to arrive at their destination on-time.

Q. Definitions

Trip Denials– Trips that are denied based on capacity constraints by the provider. This includes trips that are denied because they cannot be provided within the one-hour scheduling window, return trips that cannot be taken, on board capacity, or other restraints of the provider.

On-Time Performance– Trips provided within the timeframes set forth by ADA including trips within the 30-min pickup/drop off window.

Missed Trips– Trips not performed by Shoreline Metro despite reservation was made in a timely manner and in accordance with ADA and Shoreline Metro policies.

Excessively Long Trips– Trips involving customers on board longer than 1-hour in accordance with a comparable trip taken on the fixed route service. Shoreline Metro operates half hour bus service so the longest trip a customer could take under normal circumstances is one hour (transfer at the Transfer Station).

Section Six: Appeals Process and Complaint Registration

Shoreline Metro has an administrative appeal process which is intended to give applicants who have been denied, suspended or refused ADA paratransit service through Shoreline Metro have the opportunity to have their cases heard by a committee other than the one whom originally turned down the individual. In this case, the Transit Commission shall be the appeal review committee. A 60-day statute of limitations on filing of appeals will apply from the date of denial. An interpreter will be available, if possible.

A. Appeals Process

Individuals who have been denied, suspended or refused ADA paratransit service through Shoreline Metro have the opportunity to appeal the decision. Shoreline Metro will provide in a written statement whether an individual is granted, denied or granted conditional eligibility followed by a comprehensive reason for the decision.

In the event an individual is denied service, eligibility or granted conditional eligibility, an appeal can be heard by the transit system's advisory committee, Transit Commission. The individual will be given no more than sixty (60) days to appeal the decision before the Committee. The individual will be given an opportunity to be heard and present information at the next Transit Commission meeting. The Commission has thirty (30) days to review the appeal and decide.

Passengers should submit, in writing, their intent to appeal a decision. The initial appeal should be addressed to the Director of Transit/ADA Officer and contain the following information:

- 1) Name of Customer
- 2) Nature of the Appeal
- 3) Date of the Occurrence
- 4) Contact Information

The Director of Transit will then review the appeal and make one of the following recommendations:

- 1) Overturn the Initial Decision
- 2) Refer the Appeal to the Transit Commission

To file an appeal:

- By email – dmuench@shorelinemetro.com
- By mail – Director of Transit, 608 S Commerce Street, Sheboygan, WI 53081
- In person – 608 S Commerce Street, Sheboygan, WI 53081

B. Complaint Registration

Shoreline Metro prides itself on providing safe, affordable, and dependable specialized transportation to individuals with a disability, the senior community, and users unable to use the fixed route. If for any reason the service does not live up to these expectations, passengers are encouraged to register a complaint with Shoreline Metro. A thorough and prompt investigation of all complaints shall be conducted by Shoreline Metro.

Complaint Process:

- 1) All complaints will be documented at the source (driver, dispatch, ADA coordinator, supervisor, website, etc.)

- 2) The complaint will then be submitted to the Operations Supervisor for review and action.
- 3) The Operations Supervisor will investigate the nature of the complaint both with the customer and the alleged offender.
- 4) The Operations Supervisor will contact the customer with the results of the complaint and offer (if necessary) restitution as a result of the incident no later than five (5) working days from the original date of the complaint.
- 5) The Operations Supervisor will file the complaint. A copy may be submitted to the Director of Transit.

Customers who wish to have their complaint reviewed by the Sheboygan Transit Commission may do so by submitting the original complaint in writing along with any documentation provided by Shoreline Metro no more than sixty (60) days after the date of response of the complaint by Shoreline Metro.

To file a complaint:

- By email – contact@shorelinemetro.com
- Online - <https://shorelinemetro.com/about/file-a-complaint/>
 - Select the appropriate “Type of Complaint” in the dropdown box
 - For ADA, select ADA.
- By mail – Director of Transit, 608 S Commerce Street, Sheboygan, WI 53081
- In person – 608 S Commerce Street, Sheboygan, WI 53081

Section Seven: Support Documentation

A. Ridership/Budget/Costs

Ridership:

- **2020**
 - Fixed Route: 373,021 trips
 - Paratransit: 18,564 trips
- **2021**
 - Fixed Route: 420,503 trips
 - Paratransit: 21,367 trips
- **2022**
 - Fixed Route: 478,393 trips
 - Paratransit: 25,111 trips
- **2023**
 - Fixed Route: 560,155 trips
 - Paratransit: 25,173 trips
- **2024**
 - Fixed Route: 582,212 trips
 - Paratransit: 27,776 trips
- **2025**
 - Fixed Route: 535,165 trips
 - Paratransit: 27,347 trips

Budget:

Shoreline Metro's budget has remained relatively consistent since 2019 through continual cost-saving maneuvers from previous years including the elimination of Route 30 (2016), implementation of Ecolane (2015), move to On-Demand on Saturdays for Route 20 (2020) and staffing reorganization (2022 and 2023).

- **2020**
 - \$4,061,078 total budget
- **2021**
 - \$4,166,795 total budget
- **2022**
 - \$4,134,234 total budget
- **2023**
 - \$4,152,763 total budget
- **2024**
 - \$4,172,800 total budget
- **2025**
 - \$4,373,754 total budget

Paratransit Per Trip Costs:

Trip costs have decreased in 2021 and 2022 due to increased ridership from 2020. Trip costs increased in 2023 and 2024 due to increases to wages and benefits and slight increases to ridership.

In 2024, the cost per trip was \$28.78 per trip.

Paratransit expenses increased significantly since 2020 due to increases to driver wages and benefits. In order to remain competitive in the marketplace, driver wages were increased substantially and benefits

were offered. The agency fare, although not the 100 percent cost of the trip, was increased in 2023 to \$20.00 per one-way trip to reflect these increases.

B. Census Information

Kohler village, Sheboygan County, Wisconsin	Sheboygan Falls city, Sheboygan County, Wisconsin	Sheboygan city, Sheboygan County, Wisconsin
Total Population 2,195 <i>Source: 2020 Decennial Census</i>	Total Population 8,210 <i>Source: 2020 Decennial Census</i>	Total Population 49,929 <i>Source: 2020 Decennial Census</i>
Median Household Income \$ 98,500 <i>Source: 2020 American Community Survey 5-Year Estimates</i>	Median Household Income \$ 56,266 <i>Source: 2020 American Community Survey 5-Year Estimates</i>	Median Household Income \$ 52,088 <i>Source: 2020 American Community Survey 5-Year Estimates</i>
Bachelor's Degree Or Higher 68.1 % <i>Source: 2020 American Community Survey 5-Year Estimates</i>	Bachelor's Degree Or Higher 23.6 % <i>Source: 2020 American Community Survey 5-Year Estimates</i>	Bachelor's Degree Or Higher 22.1 % <i>Source: 2020 American Community Survey 5-Year Estimates</i>
Employment Rate 57.1 % <i>Source: 2020 American Community Survey 5-Year Estimates</i>	Employment Rate 64.2 % <i>Source: 2020 American Community Survey 5-Year Estimates</i>	Employment Rate 64.6 % <i>Source: 2020 American Community Survey 5-Year Estimates</i>
Total Housing Units 865 <i>Source: 2020 Decennial Census</i>	Total Housing Units 3,900 <i>Source: 2020 Decennial Census</i>	Total Housing Units 22,605 <i>Source: 2020 Decennial Census</i>
Without Health Care Coverage 0.6 % <i>Source: 2020 American Community Survey 5-Year Estimates</i>	Without Health Care Coverage 2.9 % <i>Source: 2020 American Community Survey 5-Year Estimates</i>	Without Health Care Coverage 5.0 % <i>Source: 2020 American Community Survey 5-Year Estimates</i>
Total Households 780 <i>Source: 2020 American Community Survey 5-Year Estimates</i>	Total Households 3,772 <i>Source: 2020 American Community Survey 5-Year Estimates</i>	Total Households 20,227 <i>Source: 2020 American Community Survey 5-Year Estimates</i>
Hispanic Or Latino (Of Any Race) 51 <i>Source: 2020 Decennial Census</i>	Hispanic Or Latino (Of Any Race) 351 <i>Source: 2020 Decennial Census</i>	Hispanic Or Latino (Of Any Race) 6,229 <i>Source: 2020 Decennial Census</i>

Sheboygan County, Wisconsin

Total Population

118,034

Source: 2020 Decennial Census

Median Household Income

\$ 62,101

Source: 2020 American Community Survey 5-Year Estimates

Bachelor's Degree Or Higher

25.7 %

Source: 2020 American Community Survey 5-Year Estimates

Employment Rate

64.1 %

Source: 2020 American Community Survey 5-Year Estimates

Total Housing Units

52,303

Source: 2020 Decennial Census

Without Health Care Coverage

4.1 %

Source: 2020 American Community Survey 5-Year Estimates

Total Employer Establishments

2,657

Source: 2020 Economic Surveys Business Patterns

Total Households

47,754

Source: 2020 American Community Survey 5-Year Estimates

Hispanic Or Latino (Of Any Race)

8,662

Source: 2020 Decennial Census

Exhibit A: Mobility Device Securement Policy

Transporting mobility devices often requires more time and responsibility of the driver. Team members should keep in mind that passengers in mobility devices may need more time boarding and alighting, more time to pay fares, require assistance boarding and alighting, and users may have difficulty communicating and understanding instructions. All Shoreline Metro coaches are ADA accessible and are capable of transporting up to two (2) mobility devices at a time.

Shoreline Metro will transport customers using a mobility device such as a wheelchair, scooter, or power chair (any device used as a mobility aid and is classified as a transport chair). Team members will secure these devices using 4-point securement whenever possible. ***Shoreline Metro will not deny service to passengers using a mobility device when an attempt to secure using the 3-point or 4-point securement has been made, but for whatever reason, the 3-point or 4-point securement cannot be obtained.*** It is also the policy to follow the department procedures for proper securing mobility devices and in accordance with the ADA as documented in 49 CFR, Part 37 (Transportation Services for Individuals with Disabilities).

PROCEDURE FOR BOARDING AND ALIGHTING MOBILITY DEVICES

BOARDING:

When boarding a mobility device, team members must follow the procedures and guidelines outlined in this section. The following procedure will be used for securing a mobility device:

- 1) Notify dispatch at customer's pick-up location of having a 10-1 (location is helpful).
- 2) Announce to customer to keep away from ramp deployment area. Deploy ramp onto a solid and safe approach accessible for a mobility device.
- 3) Driver must properly secure bus and assist customer from the downside area of the ramp behind the mobility device onto the ramp and into the bus.
- 4) Raise appropriate seats located directly above mobility device securements in bus to accommodate mobility device.
- 5) Driver must assist customer into the securement area and guide the customer while maneuvering into proper position. Instruct customer to power down mobility device (if necessary). Driver will not operate or assist the customer with operating the mobility device.
- 6) Driver must then locate and apply the securement straps to the appropriate hook up points on the mobility device. All four securement straps must be used for proper securement of the mobility device. Double check mobility device is secure and safe for transporting.
- 7) Driver must then offer the customer the lap and shoulder belts. ***The customer must decline the lap and shoulder belts if they wish to be transported without them.**** Customers are required to wear the lap and shoulder belts as it is a policy for all customers on board Shoreline Metro to wear the provided lap and shoulder belts.
- 8) Finally, driver must document if the customer declines the lap and shoulder belts. Team members should notify dispatch and talk into the cameras located onboard the bus. Additionally, team members should coordinate with dispatch regarding any route changes to accommodate and ease in the transporting of the mobility device.

**Shoreline Metro strongly encourages but does not require users in mobility devices to use the provided lap and shoulder belts. Team members must document and report all mobility device users who have declined the use of the lap and shoulder belts.*

Note: Shoreline Metro staff may permanently attach blue straps to a customer's mobility device to assist with proper securement and attachment points. Please use these pre-fastened locations when securing a device.

ALIGHTING:

When alighting a mobility device, team members must follow the procedures and guidelines outlined in this section. The following procedure will be used for alighting:

- 1) Once the customer has reached his/her destination, properly curb and secure the bus at the designated stop in a safe location. Deploy ramp.
- 2) Approach customer and release lap and shoulder straps if applied. Then release securement straps and properly wind back into securement casing.
- 3) Assist customer out of securement area to the ramp. Assist customer down ramp or stand on the downside of the ramp and visually assist customer down ramp.
- 4) Once customer is safely down the ramp and off the bus, put securement arm or other plugs back into original storage position and lower seats.
- 5) Return to driver's cabin and stow away ramp.
- 6) Once the driver is ready to proceed on route, radio dispatch and announce that your route has completed a 10-1 and is now 10-8.

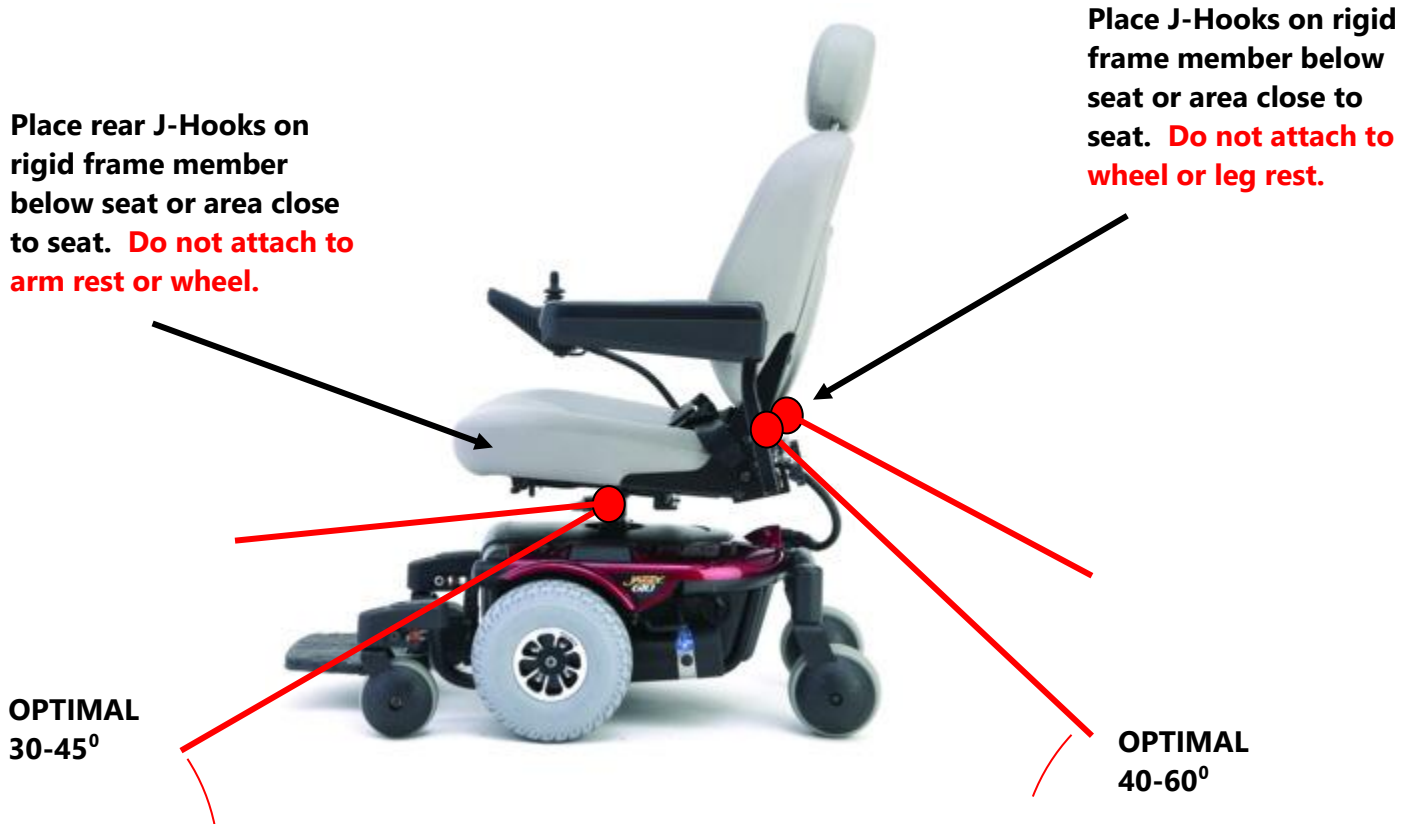
RAMP OPERATION AND MECHANICAL ISSUES:

To deploy ramp, put coach in park and set parking brake. Make sure door is open and use control switch to operate ramp. To stow away ramp, make sure ramp is clear of customer, objects and debris. Use control switch to operate ramp.

Mechanical Issues:

Team members experiencing problems with the ramp or any securement devices must notify dispatch immediately. If the driver cannot get the devices and ramp to function properly, the bus must be taken out of service or repaired. Maintenance will coordinate the best plan for replacing or repairing the vehicle.

4-Point Mobility Device Securement Diagram

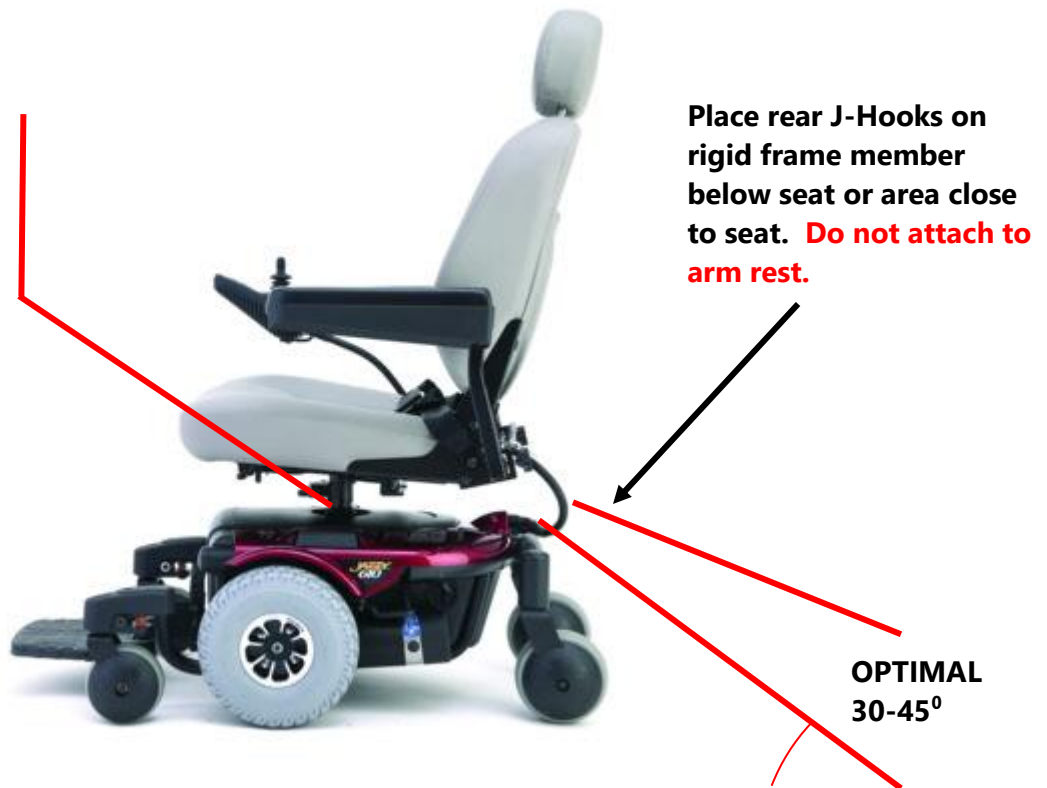


NOTE: J-Hooks should appear to "pull back" and "pull down" at the same time when secured at these angles.

3-Point Mobility Device Securement Diagram

Attach front J-Hook on rigid frame of chair below seat or area close to seat. Lift handle on wall of front securement to release tension.

To tighten, pump handle up and down. Once tight, place handle back in resting position.



Place rear J-Hooks on rigid frame member below seat or area close to seat. **Do not attach to arm rest.**

**OPTIMAL
30-45°**

NOTE: J-Hooks should appear to “pull back” and “pull down” at the same time when secured at these angles.

ACCOMMODATIONS:

Customers using a mobility device are permitted to ride Shoreline Metro as long as the mobility device meets the safety specifications and policies of the Shoreline Metro buses. These specifications include:

- Up to 800lbs weight limit (customer and chair combined)
- Dimensions of maximum 32” wide by 48” long (length may be determined per vehicle)
- The device is a transport chair (meant to be transported in)
- Customer allows mobility device to be secured to the vehicle*
- Lap and shoulder belts are optional for all customers

***Service will be denied to a customer using a mobility device who declines to permit his/her wheelchair to be secured to an accessible bus with the securement devices provided or cannot be safely accommodated outside of the aforementioned safety specifications.**

Team members may at their discretion use looping straps to assist with securing mobility devices to the bus. Certain scooters and non-traditional mobility devices will require these straps to assist with proper securement.

DRIVER ASSISTANCE:

Metro Connection team members must assist all customers from the door to the vehicle and from the vehicle to the door.

Normal and reasonable assistance is expected of all Shoreline Metro team members. Mobility devices requiring extensive assistance should be documented and a supervisor and/or dispatcher notified. Team members are not

expected to assist customers when safety or injury is at risk to the driver or customer. Team members will not assist mobility devices up and down stairs.

It is recommended, although not required, that customers that are able to, should transfer out of their mobility device and into a seat for added safety.

MEDICAL EQUIPMENT:

Shoreline Metro allows individuals to bring medical equipment such as respirators and portable oxygen tanks on board buses. Individuals using these devices are asked to keep them strapped to the mobility device or remain in the lap while on route. Oxygen tanks should remain upright at all times and must be secured to the mobility device or held in an upright position.

Exhibit B: Application for Paratransit Services

Applications may be filled out online on Shoreline Metro’s website,
www.shorelinemetro.com/metroconnection

or by clicking this link <https://shorelinemetro.com/application-for-specialized-services/>

Paper, or printed applications, are still available upon request from Metro Connection.

Paratransit Plan Revision Notes

September 9, 2019

- Updated Page 2 – Sheboygan Common Council and Transit Commission members
- Route 10N Page 7 – Revised route to say Meijer in place of Shopko
- Letter B Page 8 – Updated vehicle fleet

May 5, 2020

- Formatting of Paratransit Program
- Page 2 – Revised Common Council and Transit Commission Members
- Letter I Page 10 – Revised Carry-on policy
- Letter B Page 12 – Revised section header to include “Visitor”
- Letter H Page 19 – Revised assistance policy
- Letter O Page 20 – Revised Carry-on policy
- Letter A Page 21 – Revised appeals process to include contact information
- Letter B Page 21 – Revised complaint process to include contact information
- Exhibit C Page 35 – Added this section
- Removal of Cindy Ver Duin from sections, addition of Margaret Myers to sections.
- Appendix B – Revised application for transportation services

August 6, 2020

- Letter D Page 16 – Added information on Premium Service
- Letter D Page 19 – Added information on Premium Service

June 29, 2021

- Page 2 – Revised Transit Commission Members
- Letter C Page 10 – Revised Ramp & Securement Policy to include 2016 series
- Letter D Page 16 – Revised Fares to include new fare structure and payment
- Letter E Page 16 – Service Area to include jurisdictional boundaries
- Letter C Page 18 – Revised Fares & Hours and Service to include new fare structure and payment

July 19, 2022

- Page 2 – Revised Council Members and Transit Commission Members
- Letter A Page 5 – Added information on History
- Letter B Page 6 – Updated program contact information
- Letter A Page 7 – Updated service area population
- Letter B Page 10 – Updated vehicle information
- Letter C Page 10 – Revised Ramp & Securement Policy to include 2200 series
- Letter A Page 14 – Added website online application link
- Letter C Page 16 – Updated hours of service
- Letter D Page 16 – Revised Fares to include new agency fare for 2023
- Letter D Page 19 – Revised Plymouth service days
- Letter B Page 27 – Added online complaint form

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 and ADA Officer. For more information you may visit us at shorelinemetro.com & view the “Riders Rights” page by clicking on the Riders Services tab or you may call the Shoreline Metro Title VI and ADA Officer at 920.459.3140.

- Page 6 – Revised Program Contact information

Revised MAY 2023

- Section 2, Letter A – Route descriptions updated
- Section 2, Letter B – Vehicle information updated
- Section 2, Letter K – Facility information updated to include waiting area at Transfer Station
- Section 3, Letter D – Updated fare information
- Section 4, Letter D – Updated service area information
- Section 5, Letter C – Updated office hours and pick up times information
- Section 7, Letter A – Updated ridership, budget and cost information
- Exhibit B – Updated application link and printed application

January 2026

- Formatting including font change to Aptos to be ADA compliant
- Cover – New, fresh cover
- Page 2 – Revised Transit Commission Members/designations
- Page 5 – Updated About Shoreline Metro to include 2025
- Page 11 – Revised and formatted Sections C and D
- Page 14 – Added Section N
- Page 17 – Revised Sections C and D
- Page 19 – Revised Sections C and D
- Page 20 – Revised Section D
- Page 29 – Updated ridership and budget information to include 2024
- Exhibit B – Removed copy of print application