

ADA Paratransit

At Shoreline Metro, we believe you should have access to transportation to get to where you need to go. Paratransit service is for individuals unable to use our fixed route public transit service, Shoreline Metro. Paratransit service includes door-to-door service with assistance from the first door to the vehicle and from the vehicle to the first door.

APPLICATIONS

The ADA Paratransit service requires certification to use the service. Applications are available at the Metro Connection office, the Aging and Disability Resource Center (ADRC) and on our website, www.shorelinemetro.com.

SERVICE AREA

The trip origin and destination must be within ¼ of a mile from a fixed route and operate within the Cities of Sheboygan and Sheboygan Falls and the Village of Kohler.

SERVICE HOURS

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

- Monday-Friday – 5:45AM to 8:45PM
- Saturday – 7:45AM to 5:45PM
- No service on Sundays or major holidays.

FARES

The Paratransit trip fare is \$3.50 per trip. Punch passes are sold for \$35.00 and are good for ten (10) rides. Fares for individual trips are not available. See *Agency Fares* for agency fare information.

PERSONAL CARE ATTENDANTS/GUESTS

A personal care attendant (PCA) may travel with you at no cost. Guests may also travel but are required to pay the per-trip fare (must be scheduled at time of reservation).

SCHEDULING YOUR TRIP

Please call the Metro Connection office between the hours of 6:30AM-3:00PM to schedule your trip. All rides must be scheduled by 3:00PM of the day preceding the date of travel. Reservations may be made up to sixty (60) days in advance for medical trips. Please have your pick up address and drop off address available when scheduling a trip. (*Same day requests or changes will not be honored.*)

YOUR PICKUP TIME

Please be ready and watching for the vehicle 15 minutes prior to your scheduled pick up time. A driver may pick you up 15 minutes prior to or after your scheduled pick up time. For example, if your pick up time is 8:00am, the driver may arrive no earlier than 7:45am or later than 8:15am. The driver will wait only four (4) minutes upon arrival before departing.

PROGRAM CONTACTS

- Reservations, Cancellations and Return Trips: (920) 459-3420
- Fax: (920) 459-0231
- Toll Free: (800) 924-0408
- Eligibility/Certification: (920) 459-3409 or by email at cverduin@shorelinemetro.com.
- TDD Relay (TRS): (800) 947-3529

CANCELLATIONS & NO-SHOWS

A passenger is counted as a no-show when the paratransit vehicle arrives at a passenger pickup location within the thirty (30) minute window waits the required four (4) minutes and the scheduled passenger does not board the vehicle. A late cancellation of less than thirty (30) minutes notice is also considered a “no-show”. For example, a passenger with a pick up time of 1:00pm is considered a “no-show” if the passenger is not ready for pickup between 12:45pm and 1:15pm and has not called to cancel the trip.

Agency Information

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

The agency rate is **\$15.20** per one-way trip. Tokens are only sold in packs of ten (10) for \$152.00. Individual trip tokens are not available for sale. Agency fare media must be purchased at the Metro Connection office.

Reasonable Modifications to Service

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

Tips for Riding Metro Connection

- Drivers cannot assist passengers in mobility devices up or down stairs.
- Please be considerate of your fellow riders.
- Drivers may assist with light bags and packages. Please bring only a reasonable amount (2-3 bags) with you on board.
- Wheelchair size and weight restrictions do apply.
- Metro Connection has up to 1-hour to pick you up when your return trip is considered a “will-call” meaning you will call when ready for pickup.

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs & activities receiving Federal financial assistance. (42 U.S.C. Section 2000d). Shoreline Metro is committed to practicing non-discrimination. If you believe you have been subjected to discrimination you may file a complaint with the Shoreline Metro Title VI Coordinator.

County Elderly & Disabled

The County Program is a transportation option for individuals 60 years of age and older and individuals under 60 years of age with a qualifying disability for medical, nutritional and employment related trips. Social appointments may also be provided based on availability. For individuals under 60 years of age, a completed application with a physician's authorization certification must be completed and approved by Metro Connection before service commences.

Service includes door-to-door service with assistance from the first door to the vehicle and from the vehicle to the first door.

APPLICATIONS

Applications are available at the Metro Connection office, the Aging and Disability Resource Center (ADRC) and at www.shorelinemetro.com.

SERVICE AREA

The service area includes much of Sheboygan County including the Cities of Sheboygan and Sheboygan Falls, Village of Kohler and limited service hours to Plymouth and Oostburg. Meal site trips are also available to Sheboygan, Sheboygan Falls, Plymouth and Adell.

SERVICE HOURS

Service hours include:

- Monday-Friday – 7:30AM to 3:30PM
- No service on weekends or major holidays.

FARES

Tokens are sold in packs of ten (10) for \$25.00 (tokens cannot be sold individually). For meal site rides, no token is needed for return trip if brought to meal site by Metro Connection. Only valid Metro Connection tokens may be used for each one-way trip. For *Agency Fares* see agency fare information.

PERSONAL CARE ATTENDANTS/GUESTS

A personal care attendant (PCA) may travel with you at no cost. Guests may also travel but are required to pay the per-trip fare (must be scheduled at time of reservation).

SCHEDULING YOUR TRIP

Please call the Metro Connection office between the hours of 6:30AM-3:00PM to schedule your trip. All rides must be scheduled by 3:00PM of the day preceding the date of travel. Reservations may be made up to sixty (60) days in advance for medical trips and up to twenty one (21) days in advance for social trips. Please have your pick up address and drop off address available when scheduling a trip. *(Same day requests or changes will not be honored.)*

YOUR PICKUP TIME

Please be ready and watching for the vehicle 15 minutes prior to your scheduled pick up time. A driver may pick you up 15 minutes prior to or after your scheduled pick up time. For example, if your pick up time is 8:00am, the driver may arrive no earlier than 7:45am or later than 8:15am. The driver will wait only four (4) minutes upon arrival before departing.

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Additional Resources

- Wheelchair Taxi – (920) 457-6666
- Lakeshore Transportation – (920) 980-2080
- Aging & Disability Resource Center & Volunteer Driver/Medical Escort – (920) 467-4100

Specialized Transportation



Your Connection to Independence!

(920) 459-3420

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

Visit us online at

www.shorelinemetro.com