



# SERVICE ADVISORY

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## Call-ahead bus service Beverly Shores, 11<sup>th</sup> St. Nov. 15, 2022

In order to accommodate ongoing temporary busing in relation to the [Double Track NWI project](#), the South Shore Line announces call-ahead bus service to be implemented at Beverly Shores Station and 11<sup>th</sup> St. Michigan City Station (bus stop temporarily relocated to 920 Franklin St.). *Train service between Gary Metro and Millennium and between Carroll Ave. and South Bend Airport will operate as normal. Busing is ongoing to/from the following stations: Carroll Ave., Dune Park, Portage/Ogden Dunes, and Miller.*

As of Nov. 15, 2022, regularly scheduled loop bus service to Beverly Shores Station and 11<sup>th</sup> St. will be temporarily suspended, and call-ahead bus service will be implemented:

### **South Shore Line Call-Ahead Bus Service effective Nov. 15, 2022**

South Shore Line call-ahead bus service is provided only to passengers requiring transport to/from Beverly Shores Station or Michigan City 11<sup>th</sup> St. Station (bus stop temporarily relocated to 920 Franklin St.).

The following SSL trips are required to call-ahead and schedule bus service:

Beverly Shores <-> all stations

Michigan City 11<sup>th</sup> St. (920 Franklin St.) <-> all stations

### **Call-Ahead Hours:**

Monday - Friday: 7:30 a.m. – 3:30 p.m. Central Time

Saturday - Sunday: 7:30 a.m. – 3:30 p.m. Central Time

### **Fare:**

The fare for call-ahead bus service is consistent with the regular fare for South Shore Line train service between stations and their destinations. [Click here](#) for current SSL fares.

**How to Call-Ahead:**

On weekdays (Monday-Friday, 7:30 a.m. - 3:30 p.m. CT), call South Shore Line Transportation Passenger Services at (219) 874-4221 ext. 245 during regular office hours.

On weekends (Saturday-Sunday, 7:30 a.m. - 3:30 p.m. CT), call the Passenger Communications Office at (219) 874-4221 ext. 501 during weekend office hours.

Your appointment must be made at least 24 hours before your scheduled pick-up/drop-off.

**Passenger Services will require the following information:**

- Notice that a call-ahead trip is being scheduled for the aforementioned stations
- Passenger's name
- Daytime telephone number and a telephone number that can be reached at least 60 minutes prior to travel time
- Requested date of travel
- Requested train number or time of travel. Pickup/drop-off time must coincide with existing South Shore Line train schedules
- Pickup location station
- Destination station
- Requested time of return trip, if applicable. This must be scheduled.
- Special assistance requests or other considerations (for example use of a wheelchair, walker, etc.).

**Advance Reservation Policy:**

Trip reservations must be received 24 hours prior in order to schedule requested service. Reservations are accepted as much as 10 days in advance. Your trip may be scheduled up to one hour earlier or later than your requested pick-up time in order to serve as many people as possible.

**Emergency Trips:**

The South Shore Line understands that last minute-issues arise that may necessitate an emergency trip. Should a passenger need a trip scheduled outside the normal reservation parameters, please call the office and explain the need. If there is an available opening in the schedule, management may authorize the trip. No trips will be authorized within three hours of the needed trip.

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