paratransit service information

Service Hours – (End times are approximate)
Weekdays: 5:30 a.m. to 11:30 p.m.
Saturdays: 7 a.m. to 11:30 p.m.
Sundays: 7 a.m. to 10:30 p.m.

Ride Reservations/Confirmations
(608) 266.4466
Book your trip by 4:30 p.m. the day before you wish to ride. Reservations can be made every day from 8 a.m. until 4:30 p.m.
Rides can be scheduled up to 7 days in advance. For next day service, schedule your ride no later than 4:30 p.m.

Ride Cancellations: (608) 267.1107
Rides must be cancelled 60 minutes before their scheduled time to avoid a no-show. If a customer service rep isn’t available, leave a message with the following information:
1. Rider’s name (Please spell the name)
2. Time and date of ride to be cancelled
3. One-way or round trip?
4. Phone number of person to contact should there be any questions.

Application Process
New paratransit applicants must fill out an application and schedule an in-person assessment at Metro’s Administration Office. To receive an application and schedule an in-person assessment, call (608) 266.4466.

Visit mymetrobus.com/paratransit for more information.

Paratransit Fares
The following fares apply to all paratransit rides:
- Cash: $3.25
- 1 ticket
- Unlimited ride pass (school or employer)

Have exact fare, ticket, or pass ready.
Drivers cannot make change.
Tickets are sold in books of 6 for $19.50.

Buy tickets at Metro’s administration office at 1245 E. Washington Ave. Ste. 201 or at mymetrobus.com/fares. Shipping and handling is free, but there is a $.25 processing fee for all credit card orders.

Unlimited ride pass users (from school or employer) need to email a copy of current pass and ID to mymetrobus@cityofmadison.com or fax to (608) 261.9697.
How To Schedule Your Trip:
Call Metro Transit’s Customer Service Center at (608) 266.4466.
Tell your customer service agent the date and time you need to be at your destination and when you’d like to be picked up. Allow plenty of time for appointments, especially medical.
Provide the business name, address and phone number of your destination.
Rides are ‘curb-to-curb’ unless ‘door-to-door’ service is requested.

‘Curb-to-Curb’: the passenger is picked up and dropped off at the curb of their origin and destination.
‘Door-to-Door’: the driver assists the passenger from the first door encountered at the building to the vehicle. The driver may open the first door of the building, but are not allowed to go inside.

When heading to destinations not accessible to buses, passengers will be dropped off at the closest safest location.

Note: Rides can be scheduled up to 7 days in advance. Schedule your ride no later than 4:30 p.m. for next day service. No ‘same-day’ ride requests.

When Your Ride Arrives:
Be ready at least 5 minutes before your scheduled pick-up time. Drivers will only wait 5 minutes past your scheduled pick up time. If you are later than 5 minutes, you will miss your ride and receive a “no-show”. Multiple “no-shows” can result in suspension of service.
Have your cash or tickets ready. Drivers do not make change.

There is a 20 minute window before a driver is considered late for a pick up. Wait 20 minutes after the requested pick-up time before calling to report a late ride.
If you miss your ride from your point of origin, another ride will not be sent.
If you miss a return ride, another ride will be sent as soon as possible. There is not a guarantee as to when that ride will arrive.
No-Shows
Postcard notices are sent when riders miss or cancel a ride late. Excessive no-shows or late cancels can result in suspension of service.

No-Show Limits per Month
1 to 14 trips – max. 2 no shows/month
15 to 39 trips – max. 4 no shows/month
40 to 59 trips – max. 6 no shows/month
60+ trips – max. 8 no shows/month

Attendants & Guests
• You may have a Personal Care Attendant accompany you at no cost.
• You may have a guest accompany you provided that your guest pays a fare.
• You may have additional guests accompany you on a space available basis. Additional guests must also pay individual fares.
• You need to inform Metro when scheduling your ride(s) that there will be someone traveling with you.

Refusal of Service
Metro may suspend or refuse service to any individual who willfully:
• Abuses the policies of Metro;
• Exhibits disregard for his/her own safety, the driver, or that of other customers;
• Interferes with the safe operation of the vehicle.

Safety Tips
• Be sure the driver is ready to assist you before approaching the lift or ramp. Follow the instructions given by the driver.
• If you use a wheelchair, make sure it is properly tied down and the brakes are on.
• If you use a power wheelchair, turn off the power after it has been secured.
• Passengers are responsible for fastening their seat belts. Ask for assistance if you have difficulty. Drivers provide shoulder straps for wheelchair users upon request.

Other Paratransit Information
Drivers may not assist passengers up steps.
Drivers may carry only one small package with ‘door-to-door’ service.
Drivers may refuse to assist or transport a passenger if they determine the situation jeopardizes the driver’s or passenger’s safety.
During inclement weather, Metro may take you to an alternate location if your destination is not accessible due to snow or ice. Return transportation will be provided once the snow or ice is cleared.

Metro does not guarantee service to riders using a mobility device that exceeds ADA minimums.
• 30" in width - 48" in length
• exceeds 600 pounds when occupied

Your service provider may change during the course of the day.
Metro contracts with several companies to provide service. Watch for your specific service vehicle.
Category 2 Passengers
All category 2 passengers must use the accessible fixed route whenever it is available (even if this means you have to transfer). All regular Metro fixed-routes are accessible. Check your Ride Guide for details.

Winter Weather Eligibility Policy
From November 1 through April 15, Category 2 riders may request paratransit trips when winter weather conditions prevent them from accessing the fixed route system. Subscription trip requests will not be accepted.

Under these conditions, you may call the Customer Service Center to request next day paratransit rides. Cancel your ride if conditions improve. PCAs ride free on fixed route, too. Board a fixed route bus, pay your fare, show your ADA paratransit eligibility card, and your personal care attendant (PCA) rides free.

Holiday Service
All standing ride reservations are automatically canceled for the holidays listed below. If you need a ride on the holiday, you must call and schedule one. (Note: Times and service areas change according to fixed-route holiday service. If the fixed-route bus does not provide holiday service in your area, paratransit service will not be provided.)

- New Years Eve (Extended service till 3am)
- New Years Day
- Martin Luther King Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day After Thanksgiving
- Christmas Eve (Rides after 6 pm canceled)
- Christmas Day

Be An Involved Customer
Be sure to let us know if your status or address changes. Sign up for paratransit text and email alerts at mymetrobus.com/alerts.

Give us your feedback:

Call: (608) 266.4466

Visit: mymetrobus.com/feedback

Write: Metro Paratransit
1245 E. Washington Ave., Ste 201
Madison, WI 53703

Find more paratransit information online: mymetrobus.com/paratransit.