

Metro Paratransit Information

Phone: (608)266-4466

Ride Reservations/Confirmations

Call: (608)266-4466

Weekday: 6:15 am - 6 pm, Saturday: 8 am - 4:30 pm

Sundays & Holidays: 9 am - 4:30 pm

No-Show Notices and Penalties Have Changed.

Riders now will receive a no-show

notice postcard any day they have no-shows. The postcard states the ride date, time and location of the missed or late cancelled ride.

Excessive no shows and late cancels can result in suspension of service. Riders are now allowed the following no show and late cancelation occurrences, in a six month period, before being subject to suspension;

1 to 14 trips per month—max 2 no shows per month

15 to 39 trips per month—max 4 no shows per month

40 to 59 trips per month—max 6 no shows per month

60 + trips per month—max 8 no shows per month

If a rider exceeds these limits on a monthly basis, they are then subject to the following schedule for suspension of service;

1st violation—letter of warning

2nd violation—1-day suspension of service

3rd & 4th violations—7-day suspension of service

No-show notice appeals can be made in writing to:

Metro Transit

No-Show Appeals

1245 East Washington Ave., Suite #201

Madison WI, 53703

or email: mymetrobus@cityofmadison.com

Metro Transit No-Show Notice



For complete details or to file an appeal, visit mymetrobus.com/noshow.



Call (608) 266-4466 for more information.

Cancellation Line:

(608)267-1107

Call the cancellation line with all cancellations.

It's open 24 hours a days, 7 days a week to record your cancellation message.

- Provide 60 minutes notice (minimum) when canceling a ride or you will be charged with a no-show.

Please leave 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.



Paratransit Fares

Cash

Peak: \$4.00

Off Peak: \$3.00

Tickets

Peak: 4 Tickets

Off Peak: 3 Tickets

Peak: Trip requests 7 am-9 am & 2 pm-4 pm
Monday through Friday, excluding holidays

- Have exact fare or tickets ready
- Drivers do not make change
- Convenience Tickets available in booklets of 15 Tickets for \$15.00
- Tickets sold at: Metro Administrative Office, 1245 E. Washington Ave., Madison, WI 53703
- Metcalf's Market-Hilldale, City Treasure's Office, and Capitol City Foods
- Buy online at www.mymetrobus.com or call 266-4466 to request a Metro-by-Mail order form.

Useful Info

- 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 the dimensions of common wheelchairs as defined by the ADA.
 - 30" in width
 - 48" in length
 - does not exceed 600 pounds when occupied.
- Your service provider may change during the course of the day.
- Metro contracts with several companies to provide this service. Watch for your specific service 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.
- You are responsible to fasten a wheelchair lap belt. Drivers provide shoulder straps for wheelchair users at rider's request.

**Have
you
fastened
your
lap
belt?**



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.

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.

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: 266-4466

Visit: mymetrobus.com/feedback

Or write:

Metro Paratransit
1245 E. Washington Ave.
Madison, WI 53703

You're invited to attend ADA Transit Subcommittee meetings. They are held the fourth Monday of every month at 5:10 pm in the Madison Municipal Building at 215 Martin Luther King, Jr. Blvd.

**Find Paratransit information on
the web at: www.mymetrobus.com**

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.



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.

Paratransit Service Hours

- Weekdays: 5:30 am to 11:30 pm {approximately}
- Saturdays: 7:00 am to 11:30 pm {approximately}
- Sundays: 7:00 am to 10:30 pm {approximately}
- Holidays: 7:00 am to 6:30 pm {approximately}
- Christmas Eve Only: 7:00 am to 6:00 pm {approximately}

Peak Hours are Weekdays from:

- 7:00 am to 9:00 am and 2:00 pm to 4:00 pm, except holidays

Note: Service hours and fares are subject to change.

Service Area

- Paratransit service is provided within 3/4 of a mile of Metro fixed-route service, except for commuter routes.
- The service area is limited to the area within the boundaries of the communities which contract with Metro for service.
- The fare is assigned based on the time scheduled for pick up - NOT drop off.
- Passengers will be notified of the fare when the ride is booked.
- Paratransit service days and hours reflect the days and hours of fixed-route service in that area.

Holiday Service

All standing ride reservations are automatically cancelled 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 (Only rides after 6 pm cancelled)*
- *Christmas Day*

How to Schedule Your Trip

We are unable to schedule any 'same-day' ride requests.

- Schedule your ride by no later than 4:30 pm for next day service. For your convenience, rides can be scheduled up to 7 days in advance. It is best not to wait until the last minute to call as the phone lines get very busy. Both the destination and return times are needed.
- Tell us the time you need to be at your destination and when you will be done. 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 when the ride is scheduled.
- 'Curb-to-Curb' service is when the driver picks up the passenger at the curb of the origin and then drops off the passenger at the curb of the destination.
- 'Door-to-Door' service is when 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.
- Drivers do not go into buildings.
- Be at the main door of the building ***READY to go.***
- When a bus is dispatched to destinations that are not accessible to buses, the driver will drop the passenger off at the closest location for disembarking the bus.

When Your Ride Arrives

- Be ready at least 5 minutes before your scheduled pick-up time.
- Have your cash or tickets ready. Drivers do not make change.
- If you miss your ride from your point of origin, we will not send another ride. If you miss a return ride, another ride will be sent as soon as possible. We cannot guarantee when that ride will arrive.
- You will receive a "no-show" postcard charge if you are not ready to go or you miss your ride. Suspension of service can result.
- There is a 20 minute window before a ride is considered late.

Wait 20 minutes after the requested pick-up time before calling in to report a late ride.

