No-Shows
Postcard notices are sent when riders miss or late cancel a ride. Excessive no shows or late cancels can result in suspension of service.

No-Shows Limits Per Month
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, 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

Exceeding these limits subjects riders to suspensions of service.

Cancellation Line:
(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 (spell the name)
2. Time and date of ride
3. Is it one-way or round-trip?
4. Contact phone number in case we have questions.

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

Have exact fare, ticket, or pass ready. Drivers cannot make change.

Tickets sold in books of 6 for $19.50. Buy tickets at Metro’s administration office at 1245 E. Washington Ave. (second floor) or at mymetrobus.com/fares. Shipping and handling is free, but there is a $.25 credit card processing charge.

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.
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 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 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.
- Passengers are responsible for fastening their seatbelts. Ask for assistance if you have difficulty. Drivers provide shoulder straps for wheelchair users at rider’s request.

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., Suite 201
  Madison, WI 53703

You’re invited to attend ADA Transit Subcommittee meetings. They are held the third Monday of every month at 5:15 pm in the Madison Municipal Building at 215 Martin Luther King, Jr. Blvd.

Have you fastened your lap belt?

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.

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 11:30 pm (approximately)
- Holidays: 7:00 am to 6:30 pm (approximately)
- Christmas Eve Only: 7:00 am to 6:00 pm (approximately)

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.
- 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 until 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

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.
How to Schedule Your Trip

We are not able to schedule any ‘same-day’ ride requests.

- Schedule your ride no later than 4:30 pm for next-day service. Rides can be scheduled up to 7 days in advance. It is recommended to book your next-day ride before 3:30 PM. Phone lines are the busiest between 3:30 PM and 4:30 PM.
- Tell your customer service agent the time you need to be at your destination and when you’d like to be picked up. Allow enough time for your medical and other appointments.
- Provide the business name and address of your destination.
- Rides are ‘curb-to-curb’ unless ‘door-to-door’ service is requested.
- ‘Curb-to-Curb’ service is when the passenger is picked up and dropped off at the curb of their origin and destinations.
- ‘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 may open the first door of the building, but are not allowed to go inside.
- When waiting for your ride, be at the main door of the building and ready to go.
- When heading to destinations not accessible to buses, passengers will be dropped off at the closest safest location.

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.
- 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 in 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.
- Have your cash or tickets ready. Drivers do not make change.