



New Year's Eve Free Rides

To help ring in a safe new year, Metro will be providing free rides on New Year's Eve for both fixed route and paratransit service. The free service will begin at 7 p.m. on New Year's Eve and continues until 3 a.m. Customer service reps will be available until 1 a.m. to assist with your ride.

New Year's Eve Free Rides is sponsored by The Tavern League of Wisconsin's SafeRide Program. The Tavern League is committed to keeping impaired drivers off Wisconsin's roads. Thanks, SafeRide!

For more information about the Tavern League's SafeRide program, please visit tlw.org/learnaboutsaferride.



Recertification

Paratransit riders need to be recertified every three years. In January, paratransit clients with eligibility expiring 3/31/2019 will be receiving recertification materials in the mail.

To continue riding paratransit, riders must fill out and return a completed recertification application. If you have questions, please call (608) 266.4466 or email mymetrobus@cityofmadison.com.



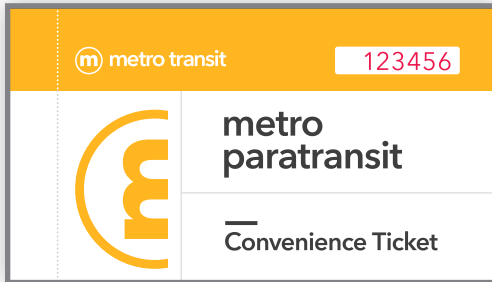
Paratransit Service Providers

Metro's paratransit service uses a variety of companies and vehicles to respond to individual ride requests. To help identify the vehicles used for our service, look for the new Metro Transit sticker near the vehicle entrance.

New Paratransit Ticket Designs

Metro is updating its paratransit convenience tickets with its new branding design. Look for new **ORANGE** paratransit tickets soon. Riders need to continue to present 1 ticket per ride. Books of 6 tickets continue to be available for \$19.50 at Metro's Administration Office or through the mail by visiting mymetrobus.com/buyonline. Current green tickets will continue to be accepted as your supplies last.

New ticket:



Old ticket:



Winter Weather

Please keep in mind the following when riding during the winter season:

- Plan for service delays and expect additional travel time. Drivers' schedules get behind during winter road conditions and slow-moving traffic.
- Make sure driveways and sidewalks are shoveled. For rider's safety, drivers cannot make a pickup if these areas are not cleared. If drop-off locations are covered in snow or ice, the driver will drop the passenger off at the closest safe location.
- Stay updated on Metro service during the winter season:
 - Look for service delay notices on mymetrobus.com
 - Sign up to receive text and/or email alerts at mymetrobus.com/alert
 - Follow us on Twitter @[mymetrobus](https://twitter.com/mymetrobus)

Questions? Call (608) 266.4466

Customer Service Hours:

Weekdays: 6:15 a.m. – 6 p.m.

Saturdays/Sundays/Holidays: 8 a.m. – 4:30 p.m.

After Hours:

Cancel Your Ride: (608) 267.1107

Check on Your Ride:

- Abby Vans: (800) 236.8438
- Badger Bus: (608) 310.4895
- Metro Transit: (608) 444.7011

Please do not call after hour numbers for schedule information or about next-day rides.

Order paratransit tickets through the mail.

There is no shipping or handling charge to purchase paratransit tickets or other Metro fare items through the mail. Buy online (mymetrobus.com/buyonline) or pay by check using the order form.

Mail completed order forms to Metro Transit, 1245 E. Washington Ave., Ste. 201, Madison, WI 53703.

Paratransit Ticket Order Form

Name: _____ Phone: _____

Address: _____

City _____ State: _____ Zip: _____

Paratransit Convenience Tickets (6 tickets/booklet, 6 booklet limit)	\$19.50 (per booklet)	QTY:
Total Amount Enclosed:		\$