



# OUR CITY OF MADISON



## Alder and Resident Frequently Asked Questions (FAQ) & Answers

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# FAQ Overview

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# Frequently Asked Questions

Alders and residents commonly ask our agency the following questions:

Trip Planning	Fares	General Information	Completed & Upcoming Projects
<ul style="list-style-type: none"><li>• How do you plan a Metro trip?</li><li>• Do you have an app? Can I track my bus?</li></ul>	<ul style="list-style-type: none"><li>• How much does it cost to ride? Are there free or discount options?</li></ul>	<ul style="list-style-type: none"><li>• How do I report a lost item or file a complaint?</li></ul>	<ul style="list-style-type: none"><li>• What was Metro's redesign and what is the new Bus Rapid Transit?</li></ul>



# FAQ Answers

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# How do you plan a Metro trip?



**[mymetrobus.com](https://www.mymetrobus.com)**

The screenshot shows the Metro Transit website interface. At the top, there is a navigation bar with links for ACCOUNTS, SERVICES, JOBS, AGENCIES, DATA, and CONTACT. Below this is a dark blue header with the Metro Transit logo and navigation links for Routes & Schedules, Stops, Fares, How to Ride, Paratransit, and Contact. The main content area features a large image of a Metro bus on a city street. Below the image, there is a search bar and a 'Español' button. The 'Plan Your Trip' section is highlighted, showing a form with fields for 'Starting From', 'Going To', 'Options' (with a 'Swap' button), 'Date' (set to 02/20/2023), and 'Time' (set to 01:30 pm). A 'PLAN YOUR TRIP' button is located to the right of the form.

Everything can be found on Metro's website including:

- Online trip planning
- Live bus tracking information
- Schedules and maps
- Park and ride locations

## Does Metro have an app?

Metro's website is designed to work like an app on your phone. A list of Metro approved third party apps are also available at [mymetrobus.com/apps](https://www.mymetrobus.com/apps).

# How much does it cost to ride?



[mymetrobus.com/fares](https://mymetrobus.com/fares)

Adults: \$2.00

Senior/Disabled: \$1.00

Youth: \$1.00

Paratransit: \$3.25

# How much does it cost to ride?

## Reduced Fares

Metro has simplified its fares with just [one reduced fare cap](#) for youth (age 5-17) , seniors (65+) , those with disabilities, and those with low income.

## Reduced Fare Pricing

Your accounts and fare capping will work the same as any other rider, just with a lower cost per tap.

- Single Ride \$1.00
- Day Pass \$2.50
- Week \$7.00
- Month \$28.00

## Commute Card for Employers

- Make Metro Transit's new [Fast Fare](#) available to your business or organization with our Commute Card Program! Using this card, staff will receive unlimited rides and transfers for \$1.40 each, to be billed post-use.

# What is Fast Fare?



**Metro Fast Fare:** With the launch of Bus Rapid Transit (BRT), *Metro has installed a new fare system* that makes make riding the bus faster, easier, and more convenient.

- Online accounts with reloadable smartcards
- Pay as you go with **fare cap pricing**
- Ticket vending machines at most BRT stations
- Board and tap at any bus door when boarding at a BRT station
- Load at sales outlets or set up online account
- Sign up for half price fare (seniors, those with disabilities, low income, youth)
- **Cash is not accepted on buses boarding at BRT stations.** Buy single tickets and 1-day passes using [automatic ticket machines](#) on most platforms.



# How does fare capping work?

## How Fare Cap Pricing Works:

- When an adult rider taps their Fast Fare card on the bus, the system charges a single ride fare of \$2.
- The same adult continues to ride and taps every time they board. Once the system reads that this card hit the daily “cap” price of \$5, it will no longer charge them for the rest of the day.
- That same rider then continues to ride through the week and tap every time they board. When the system reads that the rider reaches the weekly cap of \$16.25, rides will be free for the rest of the week.
- The most a regular adult fare will be on any day is \$5, the most in any week is \$16.25, and the most in a month is \$65.00.
- Reduced Fares will work the same as any other rider, just with a lower cost per tap.

# Can I use a credit card?

 metro transit

**Tap & Pay** 

**Accepting Credit Cards  
& Virtual Wallets Right  
on the Bus!**



## Can I Pay With a Credit Card on the Bus?

Yes, riders can pay with a contactless credit or debit card, or use virtual wallets like Samsung Pay, Apple Pay, and Google Pay directly on every bus, and receive Metro's multiple-ride discounts.

With this option, you don't even need a Fast Fare card.

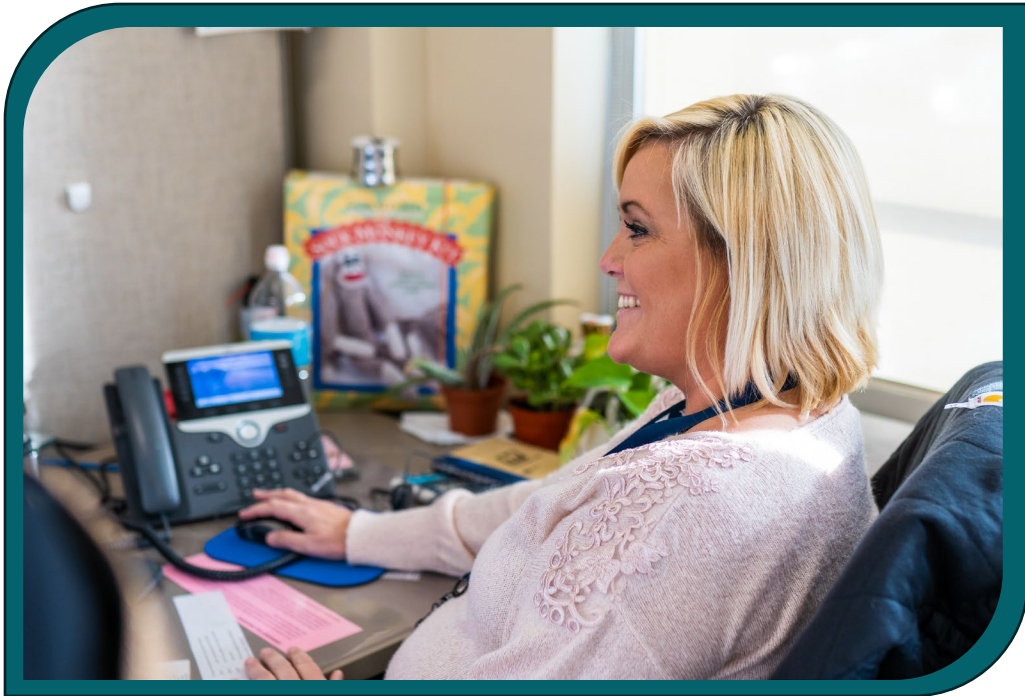
# Where can I buy Metro fares?

## Get a Fast Fare Card:

- Email [mymetrobus@cityofmadison.com](mailto:mymetrobus@cityofmadison.com) and get one through the mail.
- Pick up at Metro's administration office. (1245 E. Washington Ave., Ste. 201). Mon-Fri from 7:30a to 4:30p
- Pick up at any Madison Public Library location.
- Set Up Fast Fare Account: Set up your online account and get Metro's daily, weekly and monthly discounts with fare cap pricing!
- **OR Download Fast Fare App** and use your phone to board the bus!
- **You can load cash onto your Fast Fare card several [sales outlets](#):**  
**PLEASE NOTE:** You cannot receive or purchase a Fast Fare card at these locations; you can only add value to an existing card.



# How do I contact Metro?



## **Lost and Found:**

(608) 266-4904

[mymetrobus@cityofmadison.com](mailto:mymetrobus@cityofmadison.com)

## **General Information or Provide Feedback:**

(608) 266-4466

[mymetrobus@cityofmadison.com](mailto:mymetrobus@cityofmadison.com)

# Completed Projects

## **System Redesign:** Launched June 2023

- In June 2023, as preparation for the launch of Bus Rapid Transit, Metro completed a comprehensive redesign. The new service was designed to enhance access to jobs, improve connections to high-density housing and employment, and simplify the user experience.

## **Bus Rapid Transit (BRT):** Launched September 2024

- In Sept 2024, Metro's first Bus Rapid Transit route was launched (Route A). This runs 15 miles east to west through Madison's busiest travel corridor including the downtown area and campus.
- As part of the BRT launch, Metro added (62) 60-foot electric buses, designed to transport more passengers while reducing Metro's carbon footprint.



# Completed Projects

## More on BRT (Bus Rapid Transit)

- Through the use of larger buses, dedicated lanes, and a new fare collection system, Metro's Rapid Route A moves riders more quickly and efficiently through the community.
- Metro Rapid Route A offers 15-minute service Monday through Friday until 8:00 pm and until 7 pm on Saturdays. Thirty-minute service is available on Sundays and holidays.
- Rapid Route A runs east/west from the Sun Prairie Park and Ride to Junction Rd. and will board at new stations starting at East Springs Dr. on the east side all the way to the west end of the route.



# Upcoming Projects

## Bus Rapid Transit: North/South

- A second BRT line is proposed to run north-south. This will be named 'Rapid Route B.'
- Funding for this second BRT route has been included in President Biden's 2025 Proposed Budget.





# How Our Agency Provides Customer Service

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# Customer Service



## Connect with Metro Transit

- **Website:** [mymetrobus.com](http://mymetrobus.com)
- **Phone:** (608) 266-4466
- **Email:** [mymetrobus@cityofmadison.com](mailto:mymetrobus@cityofmadison.com)
- **Customer Service Hours:**
  - Monday - Friday: 6:15 am – 6:00 pm
  - Weekends & Holidays: 8:00 am – 4:30 pm
- **Location:** 1245 E. Washington Ave., Suite 201

## Public Hearings/Listening Sessions

Sign up for email/text alerts at: [mymetrobus.com/alerts](http://mymetrobus.com/alerts)



# OUR CITY OF MADISON



## Stay Connected!

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(608) 266-4904

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