

# OUR CITY OF MADISON



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

Justin Stuehrenberg, *General Manager*

CITY OF MADISON

# FAQ Overview

Inclusive – Innovative – Thriving



# Frequently Asked Questions

Alders and residents commonly ask our agency the following questions:

Trip Planning	Fares	General Information	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 is Metro's redesign and 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 at the bottom 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: \$1.25

Paratransit: \$3.25

# How much does it cost to ride?



**Are there free or discounted fare options? Yes.**

**Low Income Pass: \$28**

Eligibility Details: [mymetrobus.com/reducedfare](https://mymetrobus.com/reducedfare)

**10 and 2-ride cards**: Offer discounts over cash fare

**Commute Card**: Allows businesses to provide discounted rides as employee perk.

# Where can I buy Metro fares?

**Cash Fares and 1-Day Passes:** Buy on the bus

**Most Passes/10-Ride Cards:** Metro, sales outlets throughout the city

**Sales Outlet List:** [mymetrobus.com/fares](https://mymetrobus.com/fares)

**Buy through the mail:** [mymetrobus.com/buyonline](https://mymetrobus.com/buyonline)

(Need to allow 8 days for mail delivery)

***New fare technology coming soon.***





# 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)*

# Upcoming Projects

## Complete System Redesign Effective: Sunday, June 11



- Provides increased access to jobs
- Makes system easier to use
- Provides transit equity throughout the region

# Upcoming Projects

## Bus Rapid Transit (BRT) 2024

- Frequent Service
- Dedicated lanes – signal priority
- Premium passenger stations
- All-electric 60-foot buses
- Off-board fare collection



# How Our Agency Provides Customer Service


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# We Provide Customer Service By...



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

 (608) 266-4466

**Pass Sales/Lost and Found**  
1245 E. Washington Ave.

**Public Hearings/Listening Sessions**

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

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## Stay Connected!

Justin Stuehrenberg, General Manager

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

(608) 266-4904

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