



Sign Up for Metro Paratransit!

What is Paratransit?

It's a shared ride service that Metro provides to individuals that can't use Metro's accessible fixed-route service.

Rides are booked individually and will pick you up at your home and take you directly to your specific destination.

Does Paratransit Go Anywhere?

The paratransit service area, hours, and days of service closely match fixed-route schedules. Generally speaking, you'll be able to ride throughout as well as to and from Madison.

A service map is available at mymetrobus.com/paratransit. Otherwise you can call (608) 266-4466 to see if your pickup and destination locations are eligible for service.

How Do I Sign Up?

1. To start, you need to fill out an application.

Applications are available at the senior center or by calling (608) 266-4466 to receive one by mail. Once you've filled it out, mail it to: Metro Transit, Attn: Paratransit Eligibility, 1245 E. Washington Ave. Suite 201, Madison, WI 53703.

2. Attend an in-person assessment.

Once we receive your application, you'll be invited to Metro's administration office to meet with staff to discuss the reasons you might not be able to use fixed-route service and learn more about paratransit.

Metro will send you a FREE paratransit ride to pick you up and take you home from the in-person assessment. This free ride will allow you to test out the service and help you ask questions when you meet with staff.

How Do You Ride?

When you've completed your application, attended an in-person assessment, and been officially certified for our service, call (608) 266-4466 to set up a ride reservation.

Ride reservations can be booked up to seven days in advance. Next-day ride requests must be placed no later than 4:30 pm the day before you wish to ride.

Unfortunately, Metro cannot accommodate same-day requests.

What is the fare?

It costs \$3.25 for each trip. You can either use cash or a single paratransit ticket.

Tickets can be purchased at Metro's main office or through the mail using an online or printed order form. Paratransit tickets are sold in booklets of six for \$19.50 a book. A single ticket is valid for one ride. Tickets and cash fare are collected by the driver at the start of the trip.

Please Note: Metro's Fast Fare system is not yet available on paratransit.

I still have questions? What should I do?

Contact Metro's customer service at (608) 266-4466 or mymetrobus@cityofmadison.com.

Complete information is also available at mymetrobus.com/paratransit.