



Metro Paratransit News

Winter 2020

Upcoming Holidays

Service on Thanksgiving will follow a holiday schedule and the day after Thanksgiving (November 27) will follow a Saturday schedule. Rides must be completed by the end times noted below. For these days, all standing rides will be canceled. Paratransit passengers must schedule casual rides to travel on these dates.

Holiday	Date	Schedule	Ride End Time
Thanksgiving	Thursday, November 26	Holiday	9:30 PM
Friday after Thanksgiving	Friday, November 27	Saturday	midnight
Christmas Eve	Thursday, December 24	Weekday	7 PM
Christmas Day	Friday, December 25	Holiday	9:30 PM
New Year's Eve	Thursday, December 31	Weekday	midnight
New Year's Day 2021	Friday, January 1	Holiday	9:30 PM
Martin Luther King Jr. Day	Monday, January 18	Saturday	midnight

Service Hour Changes

Changes to Metro bus service in late August 2020 have resulted in expanded paratransit service hours. Generally, service is available earlier in the morning and later at night on weekends and holidays. Information on whether your ride request, including pick up and drop off locations, can be provided at the times you want are best answered by contacting Customer Service.

Current approximate hours for paratransit service:

- Weekdays: 5:30 am – midnight
- Saturdays & Sundays: 6:00 am – midnight
- *Holidays: 6:00 am – 9:30 pm

Paratransit service hours vary on Christmas Eve (12/24) and New Year's Eve (12/31). Please call 608-266-4466 for details.

**Service times and schedules are dependent on fixed-route holiday service. Additionally, all standing rides are canceled on holidays. Riders must call Metro Customer Service at (608) 266-4466 to schedule a casual ride to travel on these dates.*



Service Hour Changes Impact Route 31 Service Area

Paratransit service in the Route 31 (Owl Creek) area now has more extensive weekday service since the changes to Metro bus service in late August 2020. Weekday service in this area extends from 6:30 a.m. to 10:30 p.m.

Fare Collection

Metro reinstated fare collection for both Transit and Paratransit service on September 1st. Fare collection had been suspended for over 5 months, starting in late March. Be prepared to pay your fare upon boarding a Badger Bus or Transit Solutions vehicle providing Metro paratransit service.

Masks and Face Coverings

Metro continues to take safety precautions during the public health emergency to help reduce the risk of community spread of COVID-19. Both drivers and passengers are asked to wear a mask or face covering during transport. Metro also recommends riders use face coverings prior to boarding a vehicle and until no longer within 6 feet of the driver or another passenger. Metro has provided masks that drivers may offer to riders who appear for a ride without a face covering. Riders will be asked to wear this face mask if they are able to wear it.

Ride Reservations

Call Metro Customer Service to book all paratransit rides. Reservations can be booked up to seven days in advance. Next-day ride requests must be placed no later than 4:30 p.m. the day before you wish to ride. The earlier you can call, the better, so we can accommodate your requests. Unfortunately, Metro cannot accommodate same-day requests.

Standing Ride Reservations

Standing ride reservations are a scheduling option available for recurring rides such as weekday trips to and from work. Once established, there is no need to call on a daily basis for the ride. Many paratransit riders have temporarily suspended standing rides due to circumstances regarding COVID-19. As the duration of this public health emergency persists, you are encouraged to contact Metro about stopping service until further notice if this is appropriate for you.

Ride Cancellations - Call (608) 267-1107

When you need to cancel a ride, notify Metro as soon as possible. You must cancel your ride at least 60 minutes prior to your ride reservation time to avoid a late cancellation. A late cancellation could lead to a potential suspension of service under Metro's no-show policy. Cancellation calls can be received 24/7. Provide the following information about the cancellation:

1. Rider's name (please spell the name)
2. Time and date of the trip to be cancelled.
3. One way or round trip?
4. Phone number of contact person if we need to discuss details of the ride.