



# Introducing Metro Fast Fare!

A new way to pay. Get your Fast Fare card starting September 1

## FAST FARE FEATURES:

- Online accounts with reloadable smartcards
- Pay as you go with fare capping technology
- Ticket vending machines at BRT stations
- Board and tap at new, easy to use readers

## GETTING STARTED

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### 1. Pick up a Fast Fare card.

Come to the Metro Transit Administration Office, the City Transportation Office or come to one of our events - full list available at [mymetrobus.com](http://mymetrobus.com).

Riders can also email us with their name and mailing address to request a card. Send email to: [mymetrobus@cityofmadison.com](mailto:mymetrobus@cityofmadison.com). Please allow 8-10 business days for your Fast Fare card to arrive.

### 2. Set up an online account.

Go to [mymetrobus.com](http://mymetrobus.com) and click on Fast Fare. Riders will need a valid email address to register.

### 3. Add smartcards to your account.

If you are eligible for senior, disabled, youth or income half fare pricing, Metro staff will need to add the eligibility to your account. Bring necessary eligibility documents to Metro to get started. You can also sign up for half price fares at Metro events listed at [mymetrobus.com](http://mymetrobus.com).

### 4. Add funds to your Fast Fare card.

You can add funds using a credit card on your online account.

Would you rather use cash? Convert cash at a BRT station vending machine, one of the new sales outlet locations, or at Metro Transit.

### 5. Bring old, unused 31-day passes and 10-ride cards to Metro Transit.

Unused rides can be turned into value on your new Fast Fare account.

*Beginning September 22, use your Fast Fare card to board all Metro buses!*

## HOW IT WORKS

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- Tap your card every time you board a bus. Fare readers are located at all doors.
- Your fare will automatically be deducted from your account. If you need to make a transfer, still tap your card! You are eligible for a free 2-hour transfer and will not be charged, but your ridership will be recorded.
- Continue to tap every time you board. Once you hit the daily, weekly and monthly rates, you ride for free. Never pay for more rides than you take - this is called fare capping! Interested in seeing how it works? Track your live ridership and payments in your account.

## FREQUENTLY ASKED QUESTIONS

### Will I Have to Use a Phone or Computer to Use the New System?

No, using a phone or computer to access an online account is not required. You will still be able to pick up a reloadable Fast Fare card and load money into an account at Metro Transit, a sales outlet, or at ticket vending machines at BRT stations.

### Will There Be a Mobile App?

Yes, later on. Metro will release a Fast Fare app later in 2024.

### Will I Still be Able to Use Cash?

Yes. You will still be able to pay with exact cash on the bus when boarding at any regular Metro stop for a local route. However, if you are boarding at a BRT station, you'll need to buy a ticket or 1-day pass with cash at the ticket vending machine before boarding. Cash will not be accepted directly on buses at BRT stations.

You can also put cash onto your Fast Fare card. You can do this at a ticket vending machine at the BRT stations, the Metro Transit Administration Office, or at one of the many new sales outlets throughout the community. New outlets include Kwik Trips, Walgreens, CVS, Walmart and more.

### Will I be Able to Board With my Old Passes and 10-Ride Cards?

Yes, but only on local routes for a limited time. Riders are encouraged to exchange all old fare items with a magnetic stripe for new Fast Fare cards.

### Will I be Able to Transfer Between Rapid Route A and Other Metro Routes?

Yes. It will be the same fare system. Fare capping will apply on all Metro buses.

The only exception is the paper transfer. If you pay on the bus with cash on a local route, you may be issued a paper transfer card. These paper transfers are not accepted at buses boarding at BRT stations, as you must tap to board. Buses serving BRT stations will also not issue paper transfers.

Paper transfers are expected to be phased out from all Metro service by 2025.

### What Can I Purchase at the BRT Station Vending Machines?

You will be able to buy a single ride ticket or a 1-day pass. (Due to not being able to verify reduced fare eligibility, only standard adult-priced tickets or 1-ride passes are available to purchase at these machines.) However, you can reload a Fast Fare card including all reduced fares at the vending machines. Machines will have instructions in English and Spanish, and accept cash, coins, and credit cards.

### Can I Just Board with a Credit Card?

Not yet. But soon. The ability to board with a contactless credit card, Google Pay and Apple Pay will be a feature we roll out next year.

### Will This Be Available on Paratransit?

We expect to roll out fare technology improvements on paratransit next year. Until then, existing tickets and process of paying paratransit fares will continue.



## FARE CAP PRICING

Fare capping is a new way to look at fares. Here's how it will work:

- When an adult rider taps their Fast Fare card on the bus, the system charges a single ride fare of \$2.00.
- 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 \$5.00, it will no longer charge them for the rest of the day.
- That same rider then continues to ride throughout 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 \$5.00, the most in any week is \$16.25, and the most in a month is \$65.00.

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### Adult Fare Cap Pricing

Single ride .....	\$2.00
Day .....	\$5.00
Week .....	\$16.25
Month .....	\$65.00

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### What About Reduced Fares?

Metro is simplifying its fares with just one set of reduced pricing caps for youth, seniors, those with disabilities, and those with low income.

### Reduced Fare Pricing

Single ride .....	\$1.00	Week .....	\$7.00
Day .....	\$2.50	Month .....	\$28.00

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

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## FAST FARE SALES OUTLETS

Visit these sales outlet locations to add value to your Fast Fare Card.

### MADISON

7 Eleven	2216 University Ave.	The Kroger Co.	6655 McKee Rd.
CVS Pharmacy	2 South Bedford St.	The Kroger Co.	2502 Shopko Dr.
CVS Pharmacy	6701 Mineral Point Rd.	The Kroger Co.	261 Junction Rd.
Dollar General	508 University Ave.	The Kroger Co.	3650 University Ave.
Dollar General	508 University Ave	The Kroger Co.	1312 S Park St.
Family Dollar	2849 North Sherman Ave.	The Kroger Co.	6010 Cottage Grove Rd.

*(more outlets on back)*

**MADISON**

Kwik Trip 6525 Kilpatrick Ln.  
 Kwik Trip 4825 American Pkwy  
 Kwik Trip 4825 American Pkwy  
 Kwik Trip 1421 Monroe St.  
 Kwik Trip 1117 N Sherman Ave.  
 Kwik Trip 2601 Fish Hatchery Rd.  
 Kwik Trip 4112 Milwaukee St.  
 Kwik Trip 4402 East Buckeye Rd.  
 Kwik Trip 6702 Raymond Rd.  
 Kwik Trip 2538 Fish Hatchery Rd.  
 Kwik Trip 7502 Mineral Point Rd.  
 Kwik Trip 7717 Mineral Point Rd.  
 Kwik Trip 1625 North Stoughton Rd.  
 Kwik Trip 3153 Maple Grove Dr.  
 Kwik Trip 4741 Lien Rd.  
 Kwik Trip 4112 Milwaukee St.  
 Kwik Trip 401 North Third St.  
 Kwik Trip 3528 East Washington Ave.  
 Kwik Trip 1434 Northport Dr.  
 Kwik Trip 2402 West Broadway  
 Kwik Trip 3401 University Ave.  
 Kwik Trip 5445 University Ave.  
 Kwik Trip 6202 Schroeder Rd.  
 Party City 223 Junction Rd.  
 Party City 2139 Zeier Rd.  
 Walgreens 676 State St.  
 Walgreens 606 South Whitney Way  
 Walgreens 2121 South Park St.  
 Walgreens 1725 Northport Dr.  
 Walgreens 7810 Mineral Point Rd.  
 Walgreens 108 Cottage Grove Rd.  
 Walgreens 15 East Main St.  
 Walgreens 3710 East Washington Ave.  
 Walgreens 4518 Cottage Grove Rd.  
 Walgreens 6601 McKee Rd.  
 Walgreens 3700 University Ave.  
 Walgreens 3700 University Ave.  
 Walgreens 2909 East Washington Ave.  
 Walgreens 5702 Raymond Rd.  
 Walgreens 311 East Campus Mall  
 Walmart 7202 Watts Rd.  
 Walmart 4198 Nakoosa Trl.

**FITCHBURG**

Kwik Trip 6133 McKee Rd.  
 Kwik Trip 6208 McKee Rd.  
 Kwik Trip 2792 S Syene Rd.  
 Speedway 4902 Verona Rd.  
 Speedway 2810 Fish Hatchery Rd.  
 Speedway 2810 Fish Hatchery Rd.  
 The Kroger Co 3010 Cahill Main  
 Walgreens 2931 South Fish Hatchery Rd.

**VERONA**

Kwik Trip 7583 Mineral Point  
 Kwik Trip 2145 CTH PB  
 Kwik Trip 400 East Verona Ave.  
 Kwik Trip 233 Wildcat Way  
 Walgreens 104 North Main St.

**MIDDLETON**

CVS Pharmacy 6210 Century Ave.  
 Dollar General 5430 Century Ave.  
 Kwik Trip 6621 University Ave.  
 Kwik Trip 6519 Century Ave.  
 Kwik Trip 7508 Century Ave.  
 The Kroger Co 6800 Century Ave.  
 Walgreens 8302 Old Sauk Rd.  
 Walgreens 2010 Branch St.

**MONONA**

Kwik Trip 105 East Broadway  
 Kwik Trip 4624 Monona Dr.  
 Speedway 5450 Monona Dr.  
 Speedway 5450 Monona Dr.  
 Speedway 2500 Royal Ave.  
 The Kroger Co 6540 Monona Dr.  
 Walgreens 5300 Monona Dr.  
 Walmart 2151 Royal Ave.

**SUN PRAIRIE**

Kwik Trip 1252 West Main St.  
 Kwik Trip 2599 Ironwood Dr.  
 Kwik Trip 9 Tower Dr.  
 Kwik Trip 1706 Windsor St.  
 The Kroger Co 2538 Ironwood Dr.  
 The Kroger Co 640 E Main St.  
 Walgreens 275 Davison Dr.  
 Walgreens 546 North Grand Ave.  
 Walmart 1905 McCoy Rd.  
 Dollar General 924 Windsor St.