

Paratransit Newsletter

Thank you for your patience over the past two years as we navigate the impacts of COVID-19. As many of you have experienced, ride and wait times have increased over the last couple of months. Transportation companies across the county, state and nation are facing driver shortages, and we are no exception. Paratransit providers are actively recruiting, however, the job market is saturated and it has been incredibly difficult to find help.

While booking your rides, please plan for longer ride times and consider booking rides earlier to accommodate for potential delays, especially if you are traveling to medical appointments or work.

Upcoming 2021 & 2022 Holidays*

| Holiday | Day and Date | Schedule Followed | Ending Time |
|----------------------------|-----------------|-------------------|-------------|
| Thanksgiving | Thursday Nov 25 | Holiday | 9:30 pm |
| Friday after Thanksgiving | Friday Nov 26 | Saturday | Midnight |
| Christmas Eve | Friday Dec 24 | Weekday | 7:00 pm |
| Christmas Day | Saturday Dec 25 | Holiday | 9:30 pm |
| New Year's Eve | Friday Dec 31 | Weekday | Midnight |
| New Year's Day | Saturday Jan 1 | Holiday | 9:30 pm |
| Martin Luther King Jr. Day | Monday Jan 17 | Saturday | Midnight |

*Please call Metro Customer Service at 608-266-4466 with any paratransit service hour questions.

Face Masks Required

Metro continues to take safety precautions during the public health emergency to help reduce the risk of community spread of COVID-19. Please come prepared for your Metro paratransit ride by wearing a face mask. Masks are required by the Transportation Security Administration (TSA) for all passengers and drivers while utilizing all forms of public transit, including Metro Transit buses and paratransit vehicles.

This continues to make it a federal law for masks to be worn when boarding, disembarking, and for the duration of travel. The use of face masks prior to boarding a vehicle and until no longer within 6 feet of the driver or another passenger is advised. Additional information on the mask requirement is enclosed.

Grocery Store Trips

When scheduling rides to and from grocery stores, please note that paratransit drivers may assist with **one bag**. Passengers must be able to carry or transport any remaining bags in one trip to or from the vehicle. Metro paratransit is not equipped to handle many bags of groceries given vehicle space constraints. If you will be using a small shopping cart, this should be noted when the ride is booked to ensure available space. Larger carts are not allowed on paratransit vehicles. The following are examples of carts used on paratransit vehicles:



Too Big

Might be Ok
If passenger can handle

Might be Ok
If passenger can handle

If your shopping needs are greater than Metro paratransit can accommodate, additional resources are available and may be more suitable for your trip. For other grocery trip ride options, contact the **Dane County Transportation Center at 608-242-6489** for more information (including requirements, costs, and current ride schedules).

Fare Collection

A fare is required for each Metro paratransit ride. A cash fare (exact fare only) or a ticket must be provided to the driver in order to ride. If you would like to buy tickets this can be done at Metro's Administration Office , through the mail, or online.

Paratransit clients with an Unlimited Ride Pass will not be asked for a fare by the driver. Instead, those with an Unlimited Ride Pass from their employer or institution must contact Metro with the pass type and serial number prior to using the pass as a valid paratransit fare. The driver may ask to see your pass upon boarding.

Ride Reservations - Call 608-266-4466 (available daily)

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. Remember to confirm the type of mobility device you will be using (if applicable). 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.

Paratransit Ride and Scheduling Tips:

- Ask the scheduling representative to read your ride details back to you for confirmation, including your home address (when applicable).
- When scheduling rides to a business or clinic, be prepared with both the name of the business and their address to assist drivers in locating you efficiently.
- Do not wait until the last minute to schedule a ride. You may schedule rides up to 7 days in advance.
- Always check with your driver to be sure you are the client on their schedule (this is especially important at sites where there are many paratransit clients, like clinics and apartment complexes).
- Keep your home address and phone numbers up to date with Metro Customer Service.
- Be ready for your ride on time. Drivers arriving within the scheduled 20 minute pick-up window are only required to wait 5 minutes before continuing on to their next ride.
- If you scheduled your ride more than a day in advance, call the day before your ride to confirm all details are correct.

Ride Cancellations - Call 608-267-1107 (available 24/7)

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 on the Cancellation Line.

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. Cancel one way or round trip?
4. Phone number of contact person if we need to discuss details of the ride.

CUT ON THE LINE. SAVE IMPORTANT CONTACT INFORMATION.

Metro Customer Service

Monday - Friday: 6:15 am - 6:00 pm

Weekend & Holiday: 8:00 am - 4:30 pm

608-266-4466 reservations & other questions

608-267-1107 (cancellations only)

Federal Law

Face Masks Required on Metro Transit and Paratransit Vehicles

And at transfer points and shelters.



TSA requires proper wearing of face masks, per federal law. Face masks are to be worn at all times. Failure to comply may result in denial of boarding or removal, and/ or penalties.

