

### **How much does it cost to ride the Bus?**

The standard cash fare for an adult is \$2.00.

### **Is there a Senior Discount to Ride the Bus?**

Yes. A reduced fare is available for senior citizens 65 years and older, and for people with disabilities. Proof of eligibility may be requested by your driver. Acceptable forms of proof include:

- Valid Driver's License/Wisconsin ID
- Medicare Card
- Birth Certificate
- [Metro Senior Eligibility Card. \(complete and mail this form\)](#)

Riders are encouraged to apply for a Metro reduced fare permit for eligibility. To request a paper application, please call (608) 266-4904 or print off [this form](#).

### **Can I buy my bus fare in bulk?**

[Yes. There are a variety of bulk options for Adult, Youth, and Senior/Disabled riders of fixed-route transit services.](#)

### **How can I purchase these passes?**

Sales outlets that sell passes [are all listed here](#). Items may also be purchased [online](#) or through the [mail](#).

### **Do I have to pay extra for a transfer? Do I have to pay extra to take the bus to Madison?**

No! Just ask our driver for a transfer, and they'll print one off for you.

### **How do I ride the Bus?**

[Metro Transit has a help online guide here.](#)

### **What are the rules of riding the bus? What measures are taken to ensure security?**

Please refer to Metro Transit's [Riding Rules here](#). Metro Transit utilizes video surveillance to document events that occur on buses and at transfer points.

### **Are service animals welcome on the Bus?**

Yes. Service animals are welcome on both the Bus and paratransit vehicles.

### **Are Personal Care Attendants (PCAs) allowed to ride the bus with me?**

Yes. PCA's can ride for free on both fixed-route service and paratransit when accompanying a person with a disability. Passengers must show the driver either a purple ADA paratransit eligibility card or their [senior/disabled permit](#) when boarding.

### **How is the bus accessible to people with limited physical mobility?**

All fixed-route metro buses can kneel to allow passengers with limited mobility an easier experience boarding the bus.

Additionally, seats in the front of fixed-route buses are designed and designated to provide easy access for people with disabilities. These seats fold up to create the securement area for passengers in wheelchairs. All Metro buses have two reserved areas with securement systems to provide a safe ride.

### **I cannot get to or from a Metro Transit Bus Stop or use the bus system. What are my options?**

For individuals who cannot use Metro's fixed-route, city bus service due to a disability, Metro paratransit service may be available.

### **What is Paratransit Service?**

Metro paratransit is a shared-ride service that uses a variety of companies and vehicles to respond to individual ride requests. This service is ensured for individuals with disabilities who cannot use Metro's accessible fixed-route bus service.

### **Do I qualify for Paratransit?**

[Please refer to Metro Transit's resources for Paratransit eligibility, and how to qualify.](#)

### **How much are fares for Paratransit?**

Cash fare for paratransit is \$3.25.

### **How can I purchase tickets for Paratransit if I qualify?**

Tickets may be purchased at [Metro's Administration Office](#) (1245 E Washington Avenue #201, Madison, WI 53703), through the mail, or [online](#). Please note that Paratransit tickets are **NOT** available at Sales outlets.

### **What other transportation options exist other than Metro Transit and Paratransit services?**

Other transportation options in Dane County may better suit your needs. To explore your options and learn more about other community transportation resources, please contact [Dane County Transportation](#) or call (608) 242-6489. One of a few examples is the [Group Access Service](#), which provides regularly scheduled service to shopping destinations, nutrition sites, and special events.

### **Will the Shared Ride Taxi Still Be Available after the Bus Starts?**

Shared-Ride Taxi will remain available until mid-September 2023 to allow for a smoother transition for the city.

### **Why can't the city just continue using the Taxi Service?**

The primary reason for this is cost. The amount of city funds budgeted for public transit services is no longer sufficiently meeting the demands of the community. To meet these demands, switching to the City of Madison's Metro Transit services allows the City of Sun Prairie to meet these needs. Additionally, Metro Transit will afford Sun Prairie residents the opportunity to travel to and from Madison without using a person vehicle, 7 days a week.

### **When does the Bus Operate?**

Metro fixed-route Transit and Paratransit follows the following hours across Madison:

- Weekdays: 5:30AM to Midnight
- Weekends: 6:00AM to Midnight
- Holidays: 6:00AM to 9:30PM

### **Will our existing streets be able to accommodate buses, or will this require a lot of construction to make this work?**

Yes. Both bus routes were carefully selected and tested to ensure that the streets can handle buses. All roadways on which the bus runs in Sun Prairie are functionally classified as collector or arterial roadways.

### **How did the city ultimately decide on the proposed routes? What kind of public outreach occurred?**

[Please refer to the following resource on the City of Sun Prairie website.](#)

### **What kind of disruptions or impacts will neighborhoods see along the bus routes? Will buses be stopping in travel lanes and backing up traffic?**

Traffic disruptions will be minimal-to-none. A bus only stops at a bus stop if a passenger is waiting to board or depart at that stop specifically. When a bus does stop, it will stop only as long as is necessary for passengers to get on and off the bus – a matter of seconds, not minutes.

### **How do we know that people in Sun Prairie will use the bus?**

We know this because people in Sun Prairie already ride the bus and public transit. In the month of March alone, the Sun Prairie Express Commuter Route (Route 23) registered 2,091 rides, and the Shared-Ride Taxi registered 1,679 rides.