

Visitor Policy

Persons visiting the Waukesha area who show an “ADA Paratransit Eligible” identification card issued by another transit system, OR who can provide proof of disability, OR who can self-certify as to inability to ride Waukesha Metro Transit, may use Metrolift for 21 days within a 365 day period. After 21 days of service within the 365 day period, the visitor must be certified by Metrolift.

Accessible Ways of Contacting Metrolift

Hearing Impaired passengers may contact Waukesha Metro Transit by using the Wisconsin Telecommunications Relay System (WTRS). The numbers for the WTRS are:

Nationwide: 711

TTY: 800-947-3529

Speech to Speech: 800-833-7637

Requesting a Metrolift Application

To request a Metrolift application, call Waukesha Metrolift at 262-524-3636. An application will then be sent to you via US Mail, fax or e-mail. The application is also available on the Waukesha Metro website, www.waukeshametro.org, on the Metrolift page.

Metrolift Policies

Metrolift expects all customers to follow its policies for riding Metrolift. A list of policies will be given to you when you receive your Metrolift ID. These policies are designed to keep Metrolift running efficiently for all customers.



2311 Badger Drive
Waukesha, WI 53188-5932
www.waukeshametro.org
262-524-3636
transit@waukesha-wi.gov



Metrolift Guide to Ride



Welcome to Waukesha Metrolift!

Metrolift is a demand-responsive transportation service, provided in accordance with the Americans with Disabilities Act, for persons unable to use Waukesha Metro Transit fixed route bus service.

Certification

Everyone that uses Metrolift must be certified. Request a Metrolift application (see back cover for detailed instructions), fill out the application and send it back to Waukesha Metrolift at 2311 Badger Drive, Waukesha, WI 53188-5932.

You will be notified within 21 days of our receipt of your application as to whether it was approved or not. Once your application is approved, come to the Downtown Transit Center located at 212 E. St. Paul Ave, Waukesha, WI (Metrolift will transport you if necessary) and get your Metrolift photo ID.

Note: This certification process will also certify you to ride Waukesha County Route 901 Parallel Corridor service.

Fares

Metrolift cash fare \$4.00 for a one-way trip. 2 Ride Cards are available for \$8.00 at Waukesha Metro Fare Outlets. Fares must be paid when boarding the bus. Failure to pay a fare will result in the refusal of service for that trip.

Note to Agencies: Rides purchased by an agency are subject to the Agency Fare. Contact Metrolift for current rates and more details.

Service Area

Metrolift operates within the City limits of Waukesha and within 3/4 mile of Waukesha Metro Transit fixed bus route outside the City of Waukesha. Areas farther than 3/4 mile from a Waukesha Metro Transit fixed bus route will not be serviced. If you're not sure if your area is served by Metrolift, find out by calling 262-524-3636.



Personal Care Attendants

Passengers who might need extra help while traveling on Metrolift can have their personal care attendant (PCA) certified to travel with them. The PCA will ride for free on Metrolift, but only when traveling with the certified Metrolift rider. Please note that riders are limited to one PCA per passenger.

Reservations

Call the Metrolift Reservation line at 262-524-3635 to schedule your trip. Reservations can be made 24 hours a day but need to be made no later than 4:00 pm the day before you need the ride and up to two weeks in advance. Please make sure you provide all of the necessary information. You may schedule trips between one (1) day and fourteen (14) days in advance. Same day reservations are not accepted.

Days & Hours of Operation

Metrolift operates:

Monday – Friday 5:30 AM - 10:40 PM

Saturday 8:00 AM - 10:15 PM

Sunday 9:00 AM - 7:15 PM

No service is operated on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

For more information call 262-524-3636