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# Service Changes COVID-19

*Feedback received from Mid-March through July of 2020*

Total amount of feedback for each route:

11 – 1

12 - 1

14 – 3

15 – 2

19 – 2

29 – 1

35 – 4

38 – 2

39 – 1

58 – 1

71 – 3

**TOTAL: 22**

## March

Route 19:

1. Passenger needs to use rte 19 and rte 19 is not running next week, so she just wants to suggest that it stays in service.

Route 35:

1. I request that you consider reinstating Route 35 service as it serves a large number of residents that live east of Buckeye and Thompson ( that provides a stop ) available to people living in the vast number of condos and apartment complexes in the Kings Way and Cotton Trail area.
2. Route #35 not operating during the COVID-19 situation has hindered my transportation to work.



#### Route 58:

1. I work downtown and would ride the 58 to work. Please consider bringing it back!

#### Route 71:

1. A lot of riders use Bus # 71... for the bus stop of Discovery and Deming Way.... Will Bus # 72 pick up Bus # 71 stops. Riders need Bus # 71 to commute to work.... Please accommodate our passage to work. Thank you.

## April

#### Route 11:

1. I work at the Department of Revenue and would ride the Route 11 before COVID-19. If we all go back to working in the office, we won't have an easy commute to work without the Route 11. Please consider bringing it back.

#### Route 14:

1. I am an essential worker and I would be losing money if I can't work the hours my employer needs me to work. Speaking of the fact that we are running on a Saturday Schedule and he works Monday thru Friday and usually rides the Route #14 home, but he can't now because the #14 don't operate on Saturday.

## May

#### Route 19:

1. Since the buses have started on modified schedules, I have not been able to take a campus bus to connect to the bus route that goes past my job. I am a graphic designer for the newspaper. It would be nice to have the option again, as walking 20 minutes to get to my 2nd bus is hard on my body.

#### Route 38:

1. I used to take the 38 near the Pinney library but now have to walk farther to get a different bus by Walgreens. It was really convenient to just take one bus to work but now have to take two different buses and transfer. Please bring back the 38!



## June

### Route 38:

1. I and other riders work near the CCB and would regularly take the Route 38. We would love it if it came back into service! Maybe having it come a few times in the morning and then afternoons for workers would be very helpful.

### Route 71:

1. Passenger is upset that the 72 stops running from 830a-250p, going from the capital to middleton. He understands there is the 78 but he doesn't want to have to transfer. He is also upset that metro is still operating on a Saturday schedule and wants to resume regular weekday schedules ASAP. He thinks that the 78 should be supplemented by the 71 instead of the 72.

## July

### Route 12:

1. I would really like to see route 12 come available again. The Mayor said buses should be used for getting to work and essential trips only. This is a commuter bus running during typical work commuter hours with many riders working downtown. Since parking started being enforced again, I have had to start paying for parking which is an expense I didn't have before. Please, consider adding this route back asap so I and other riders of the 12 don't have to fill up other routes just to get to work. Regular riders would need notification if this route is activated again.

### Route 14:

1. Along those lines, I'm wondering when Route 14 might make a comeback. I rely on it to commute to work (UW-Madison campus) and home to my apartment on Yellowstone Drive. I cannot afford downtown parking or a vehicle in any capacity. Route 14 is my only way to work. I moved to this apartment specifically to use the route.
2. If there is ANY other way that changes can be made that would leave the #14 route intact on the west side of campus, I encourage you to look into it.



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### Route 15:

1. Hi there! I just went through metro's Return to Normal Service Plan and it seems like bus 15 is planning on resuming service but not servicing the Junction Rd area. Can you please reconsider this decision? On Junction Rd (especially the Junction & City Center West stop) there are multiple huge apartment complexes with people either attending UW or working for UW Hospital (as I often see on the bus). When UW reopens in September it would be really inconvenient if people living on Junction Rd have to walk for at least 15 minutes to the nearest bus 15 stop (which most likely will be Old Sauk & High Point) in order to get to downtown for work. Thank you!
2. So, from what I can gather from the Service Level Details that are being proposed to operate in late August, Route 15 will no longer go down Junction Road. So during the week only Route 73 will be going along Junction Road. Speaking as somebody who works at Prairie Town Center and relies on the bus to get me to my work place, this will be an inconvenience for me at best and might cause me to leave my job at worst, as I depend on the bus to get me to work. I work both weekdays and weekends and will now have fewer routes to get home on.
3. There are many apartment complexes on Junction Rd (Deco, City Centre Junction on 550 Junction, Harbour Town, Junction Ridge to name a few), where UW faculties, employees, students, and UW Health employees reside in (myself included). If Junction Rd is not serviced by bus 15, it would greatly affect how these people commute to downtown on a daily basis when UW reopens (not to mention the UW Health frontline employees who are already facing significant difficulties in their commute since 15 is not currently running). More importantly, by extending service to Junction (even through the longer via High Point route), the added distance is so short for metro that it basically wouldn't increase costs to your operation. I really hope you can consider allowing at least SOME bus 15 to service Junction Rd (even if just during peak periods). Otherwise, for people living on Junction Rd, your proposed change would add somewhere between 15 to 25 minutes to their commute ONE-WAY DAILY, which certainly is not a desirable outcome especially considering the next-to no costs it would impose by extending your proposed service to Junction.

### Route 29:

1. Please mark me down as a person who would like route # 29 to continue along Wheeler road. I work at the UW and do not have another way to get



to work. Thank you.

#### Route 35:

1. When will the 35 start to run again it's closer to my job I've been taking the 32 I have to walk across the interstate long walk to dell street when I have a bad leg
2. I'm not happy with the bus 35 not continuing this fall I've got a bad leg so I will have to walk across the interstate from now on

#### Route 39:

1. I support the continuation of this route, even if only weekdays & non-peak hours.

#### Route 71:

1. Please reconsider your decision about Route 71 in August. It's an essential route for many UW workers. Most of the passengers are UW employees. I chose my residence because it's on a direct bus route from Middleton to campus. If I have to take the 72, I would have to walk nearly a half mile and cross University Ave. That's a lot to ask, especially once the weather gets cold and the sidewalks can be snow and ice covered.