

Recommended August Service Changes

Route 2 **AS PROPOSED**

- ❑ Some early morning trips would start on Sheboygan Avenue instead of at the West Transfer Point.

Route 3 **AS PROPOSED**

- ❑ All trips would travel via Atwood and Winnebago. Service via Division and Rutledge would be provided by Routes 10 and 38 during peak and midday hours only.

Route 5 **AS PROPOSED**

- ❑ Route 5 would operate in both directions on Wingra Drive between Beld St. and Park St.

Route 6 **AS PROPOSED**

- ❑ Route 6 trips would no longer serve areas east of East Towne Mall. Trips would also no longer travel south of East Towne Boulevard along Thierer, Lien and Eagan. These measures will shorten the route and aid on-time performance.
- ❑ Some Route 6 buses will continue past East Towne as new Route 36 trips, that will serve a City View, East Springs and Zeier loop. This will increase the number of trips in City View and along East Springs.
- ❑ Some Route 6 buses will continue past East Towne as new Route 26 trips, that will serve a loop through the American Center. This will add new midday service in the American Center area.
- ❑ The number of trips operating via MATC and through the Portage/Hayes loop would increase.
- ❑ On weekends, all Route 6 trips would bypass MATC, staying on East Washington between Wright and Stoughton Rd/Hwy 51.

Route 9 **NO LONGER PROPOSED EXCEPT FOR MINOR SCHEDULE TO HELP ROUTE 2**

- ❑ Midday Route 9, which operates between the East Transfer Point and UW Hospital via the Johnson/Gorham corridor, will be eliminated. Midday trips on Routes 14 and 15 will be extended past the Square to the East Transfer Point to connect the with the UW campus. New Route 10 will operate trips during midday hours between the UW Hospital and First Street in the Johnson/Gorham and Old University Avenue corridors.

Route 10 **PROPOSED FOR 2009 BUDGET**

- ❑ New route would provide central isthmus circulation that bypassed the Capitol Square during peak and midday hours, connecting the north and south areas of the east isthmus, the Bedford-Broom area with the UW campus and hospital.
- ❑ Trips would operate in a one-way loop direction during peak hours (from Division to Jenifer to Broom to UW Campus, then back via Johnson in the AM – reversed in the PM peak) Trips would operate in both directions along the loop during midday hours.
- ❑ The route would not operate during the summer academic recess period observed on the UW campus.

Route 11 **AS PROPOSED**

- ❑ Route 11 trips would no longer serve Walnut, Marsh or Highland north of Observatory Drive, upon completion of the extension of Observatory Drive between Walnut Street and the UW Hospital at Highland Avenue.

Route 13 **ELIMINATE SERVICE SOUTH OF OLIN (see attached maps for route options)**

- ❑ Trips would operate as a one-way loop south of Olin Avenue (from South Transfer Point via Olin to the Square, then back via South Park Street during AM trips – reversed for PM trips). This option assumes no major budget reductions in the Town of Madison.

- ❑ Budget cuts in the Town of Madison could eliminate all Route 13 service south of Olin Avenue, including service on John Nolen, Rimrock, Rusk, Ardmore and West Badger Road – as well as the connection to the South Transfer Point.

Route 14 PROPOSED FOR 2009 BUDGET

- ❑ Peak hour trips would be extended east of the Interstate corridor to serve the Reston Heights neighborhood on either side of Sprecher Road, between Milwaukee Street and Cottage Grove Road.
- ❑ The west end of the route would be extended out to Cortland Commons on Watts Road at Plaza Drive, with trips using High Point Road south of Tree Lane.
- ❑ Peak hour trips would no longer serve the area south of Cottage Grove Road (South Thompson Drive, Richmond Hill). Route 15 trips will be modified to serve South Thompson, and will continue to serve Richmond Hill – but only at the current 30 minute frequency of Route 15.
- ❑ Peak hour trips would bypass the area along Colony, Inner and Yellowstone – using Gammon and Mineral Point between Farmington and Grand Canyon instead.
- ❑ Midday trips would continue east of the Capitol Square to and from the East Transfer Point.

Route 15 PROPOSED FOR 2009 BUDGET

- ❑ Peak hour trips would be realigned to replace Route 14 service along South Thompson Drive, operating as a one-way loop south of Cottage Grove Road (from Acewood via Starker, Vondron, South Thompson and Buckeye to Kings Mill and then back on Buckeye and continuing up South Thompson to Cottage Grove and Acewood).
- ❑ The west end of the route would be extended out to Cortland Commons on Watts Road at Plaza Drive, with trips using Junction Road and County Highway M south of Old Sauk.
- ❑ Peak hour trips would no longer serve the Deming loop, north of Old Sauk and Junction (Route 73 would continue to provide all-day service through Old Sauk Trails and Greenway Center via the West and Middleton Transfer Point; Route 74 would continue to serve the northern portion of Greenway Station during peak hours).
- ❑ All service east of the Beltline, south of Old Sauk Road, would be eliminated – including on High Point between Old Sauk and Tree; Randolph, D’Onofrio, and Mineral Point. Route 14 would be extended through parts of this area to serve Tree east of High Point and High Point south of Tree to Watts Road.
- ❑ Midday trips would continue east of the Capitol Square to and from the East Transfer Point.
- ❑ All trips would operate via Sawmill north of Old Sauk, between Gammon and Westfield.

Route 17 REVISED TO RETAIN EVENING SERVICE BUT ON HOUR FREQUENCY

- ❑ Evening trips (later than 6 PM) would be eliminated. Route 20 would operate once an hour between Shopko/Copps (and East Towne, and the East Transfer Point via interline from Route 30 at East Towne) and the North Transfer Point during the evening.
- ❑ Trips during the AM peak would bypass Shopko/Copps along Aberg.

Route 16 AS PROPOSED

- ❑ The 3:15 PM trip that starts on Broadway at Bridge Road towards the East Transfer Point would now start on Pflaum Road at Alder at 3:24 PM.

Route 18 AS PROPOSED

- ❑ Route 18 would operate every 40 minutes between the South and West Transfer points during the afternoon peak (3:00 to 5:30 PM). This may cause some missed connections with other routes at the South and/or West Transfer Point on certain trips.

Route 19 AS PROPOSED

- ❑ The last evening trip departing the Square towards the Allied neighborhood at 10:45 PM would shift thirty minutes earlier to leave at 10:15 PM.

Route 20 AS PROPOSED

- ❑ All trips would operate between the North Transfer Point and East Towne via Thierer and East Towne Boulevard, eliminating current trips that use Zeier, East Springs and/or Lien.
- ❑ All trips would operate past MATC using Anderson Street, between Wright and Stoughton Road/Highway 51. Service on Kinsman and Bartillon, north of Anderson, would be eliminated. (Route 6 would continue to serve these areas).
- ❑ All trips during peak and midday hours would operate via the Dane County Regional Airport, traveling along Anderson between the North Transfer Point and East Towne.
- ❑ Trips would alternate between serving the Airport, and operating via Shopko/Copps and East Washington/Wright, at night and on weekends and Holidays.
- ❑ The hourly service evenings and on weekends and Holidays, between Shopko/Copps and the North Transfer Point, may cause missed connections at the North Transfer Point with other routes that only operate once an hour as well (i.e. Routes 4, 21 and 22)

Route 21 AS PROPOSED

- ❑ Midday service frequency would increase from hourly to every 30 minutes – to compensate for the elimination of the overlapping service of Route 24 along Tennyson, Londonderry, Dryden and Packers.
- ❑ Evening service would remain hourly. This may cause missed connections at the North Transfer Point with other routes/trips that only operate once an hour as well (i.e. Routes 4, 22 and 20 via Shopko/Copps).

Route 22 REVISED TO CONTINUE SERVICE AFTER 6:30 PM

- ❑ Evening service (after 6:30 PM) would be hourly (6 of the 9 current trips would remain).
- ❑ This may cause missed connections at the North Transfer Point with other routes/trips that only operate once an hour as well (i.e. Routes 4, 21 and 20 via Shopko/Copps).

Route 24 AS PROPOSED

- ❑ Peak, midday and evening route would be eliminated.
- ❑ Service to the airport would be replaced by Route 20. This would increase midday trips and add new weekend/holiday trips, while shortening travel times between the North Transfer Point and airport.

Route 25 AS PROPOSED

- ❑ The last trip departing the American Center towards the Square at 5:15 PM would shift eight minutes earlier to leave at 5:07 PM.
- ❑ New route 26 would operate a shorter loop through the American Center during midday hours.

Route 26 AS PROPOSED

- ❑ New route during midday hours would operate between East Towne and the American Center. Service area would be limited to operating a loop along American Parkway to Buttonwood to Biltmore to East Park and back, due to schedule limitations.

Route 27 AS PROPOSED

- ❑ The last trip returning from the UW campus towards the North Transfer Point in the AM peak at 7:49 AM is eliminated. The previous two trips still depart at 6:49 AM and 7:19 AM.

Route 28 AS PROPOSED

- ❑ Would be removed from Sheboygan Avenue, instead using University Avenue and Old Middleton between Segoe and Whitney Way traveling to and from the West Transfer Point.
- ❑ All trips would operate along University Bay, Highland and Observatory, past the Waisman Center, north of University Avenue – upon completion of the extension of Observatory Drive between Walnut Street and the UW Hospital at Highland Avenue.

Route 30 AS PROPOSED

- ❑ Minor schedule timing adjustments, as well as additional trips in the early morning and late evening.

Route 33 AS PROPOSED

- ❑ Some evening trips eliminated or adjusted.

Route 34 PROPOSED FOR 2009 BUDGET

- ❑ Would add hourly peak period trips between the East Transfer Point and MATC.

Route 36 AS PROPOSED

- ❑ New route during peak, midday, evening and on weekends/holidays operating between East Towne and City View via East Springs and Zeier.
- ❑ Loop would operate every 30 minutes during peak and evening hours. Service would run hourly middays and on weekends/holidays.

Routes 37 AS PROPOSED

- ❑ Frequency would be reduced from once every fifteen minutes to once every half hour.
- ❑ Trips would no longer serve Advance, Helgeson or Pflaum, east of the Stoughton Frontage Road.
- ❑ Trips would no longer travel west of Highland along University Avenue.
- ❑ Route would use East Washington and First Street between the Capitol Square and Winnebago Street, instead of Williamson Street.

Route 38 REVISED TO RESTORE SERVICE VIA COTTAGE GROVE AND OAKRIDGE AND PROVIDE ROUTE 10-STYLE SERVICE ALONG JOHN NOLEN ON ALTERNATING TRIPS (see attached map for new version)

- ❑ Trips would no longer travel west of the UW Hospital along University Avenue.
- ❑ All trips via Cottage Grove and Oakridge would be eliminated. Remaining trips would always follow Dempsey/Dennett and Atwood/Division, operating once every thirty minutes.
- ❑ Peak hour trips on new Route 10 will supplement the Route 38 service area between Division and the UW Hospital along Jenifer and Broom – but those Route 10 trips will bypass the Square on John Nolen.

Route 39 PROPOSED FOR 2009 BUDGET

- ❑ Trips would no longer serve Buckeye Road east of Vondron, or Kings Mill.
- ❑ Peak frequency would be reduced from once every thirty minutes to once an hour.
- ❑ The last PM peak trip departing the World Dairy Center area towards the East Transfer Point at around 5:57 PM would shift thirty minutes earlier to leave around 5:27 PM.
- ❑ All trips would follow a loop using Dempsey, Davies, Buckeye and Vondron outbound and Pflaum, Advance, Helgesen past Dean Clinic to Stoughton Road inbound.
- ❑ Service along the private driveway of the Dept. of Agriculture building off Pflaum/Vondron would be eliminated entirely, and would only use the driveway off Agriculture Drive as far up as its intersection with Graham Place.
- ❑ The service loop through the World Dairy Center would be standardized across peak and midday trips to use Pflaum, Agriculture, the short segment of DATCP's driveway, Graham, Walton, World Dairy and Daniels.

Route 40 AS PROPOSED

- ❑ The 3:10 PM trip from Stewart Street would be eliminated. The 3:30 PM Route 40 trip from the South Transfer Point would serve the Stewart Street loop, bypassing the Hatchery Hill area along Fish Hatchery south of Greenway (Routes 47 and 48 begin PM peak service into this area around this time).

Route 44 REVISED TO END AT UW HOSPITAL (SHEBOYGAN EXTENSION PROVIDED BY ROUTES 37 AND 38)

- ❑ Route 44 would bypass Buick, Fisher and Bram, instead using Park Street between the South Transfer Point and Wingra Drive. Route 44 will continue to serve Beld and Gilson east of Park Street using Wingra and Olin. Route 5 will continue to operate east of Park Street between Wingra and Buick via Fisher, Bram and Beld.
- ❑ Trips would be extended along University Avenue to Sheboygan Avenue west of the UW Hospital.
- ❑ Trips would be added between the South Transfer Point/South Park Street and the Sheboygan/University Avenue/UW Hospital areas.

Route 48 REVISED TO END AT UW HOSPITAL (SHEBOYGAN EXTENSION PROVIDED BY ROUTES 37 AND 38)

- ❑ Trips would be extended along University Avenue to Sheboygan Avenue west of Highland.
- ❑ Trips would be added between Sheboygan/University Avenue areas and the South Transfer Point/South Park Street.

Routes 56 and 57 AS PROPOSED

- ❑ Some trips would be eliminated between the West Transfer Point and McKee Road in the reverse commute direction (from West Transfer Point towards McKee Road in the AM; from McKee Road towards the West Transfer Point in the PM).

Route 58 AS PROPOSED

- ❑ Schedule time adjustments in both directions of travel during the AM and PM peak.

Route 67 AS PROPOSED

- ❑ Added trips from the West Transfer Point to West Towne.

Route 70 AS PROPOSED

- ❑ Minor schedule time adjustments along the route.
- ❑ The current trips operated on Saturdays, between Middleton and the West Transfer Point, will be shifted to a new Route 78 schedule/route.

Route 73 AS PROPOSED

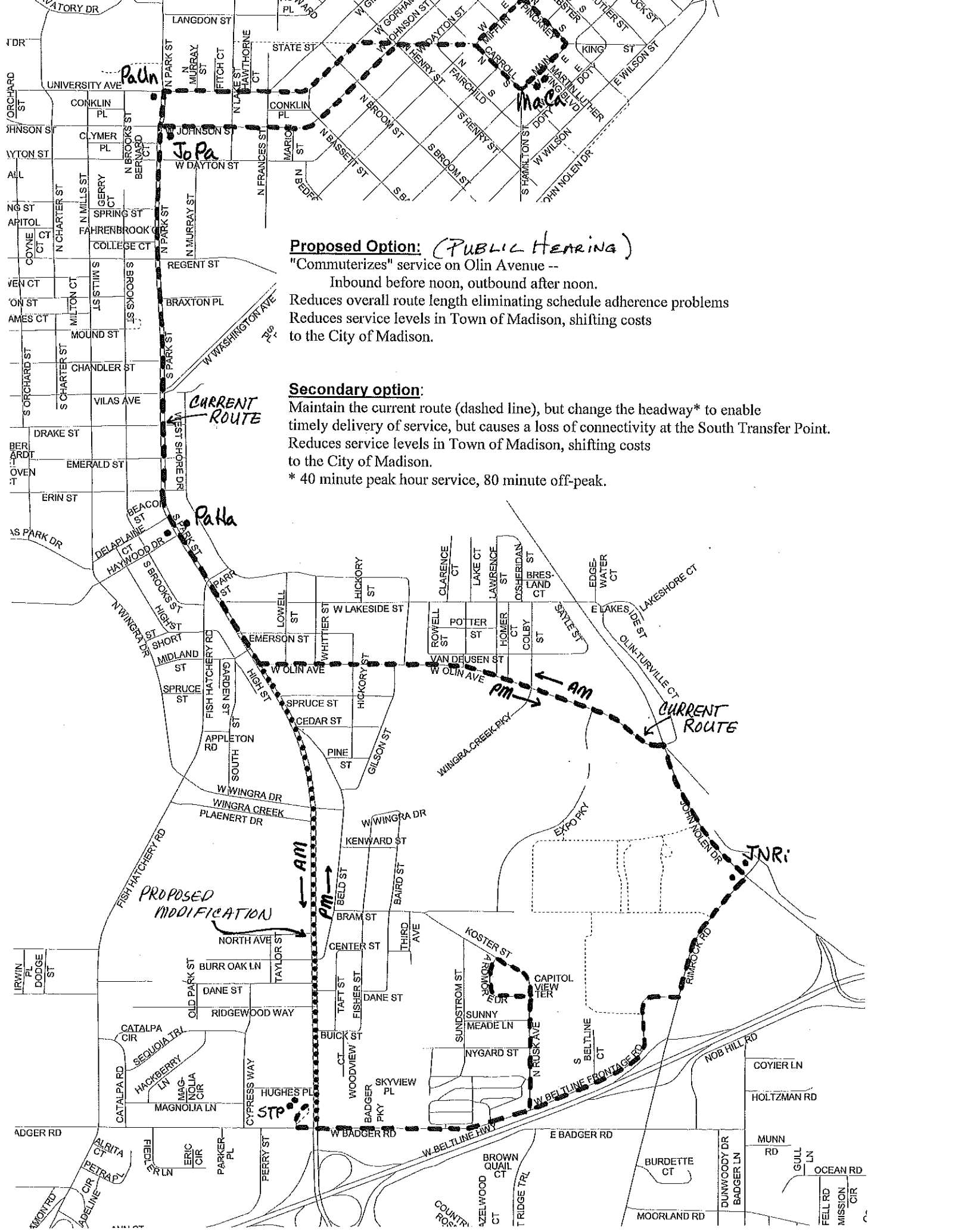
- ❑ Minor schedule time adjustments on some early AM trips.

Route 78 AS PROPOSED

- ❑ New route name for current Saturday schedule of Route 70 trips operating between the West Transfer Point and Middleton.

Route 80 AS PROPOSED

- ❑ Trips would no longer serve Highland, University Avenue or Walnut Street, south of Observatory Drive – upon completion of the extension of Observatory Drive between Walnut Street and the UW Hospital at Highland Avenue.
- ❑ Frequency at night would be reduced to once every 45 minutes, in response to UW request for additional service past Union South.



Proposed Option: (PUBLIC HEARING)

"Commuterizes" service on Olin Avenue --

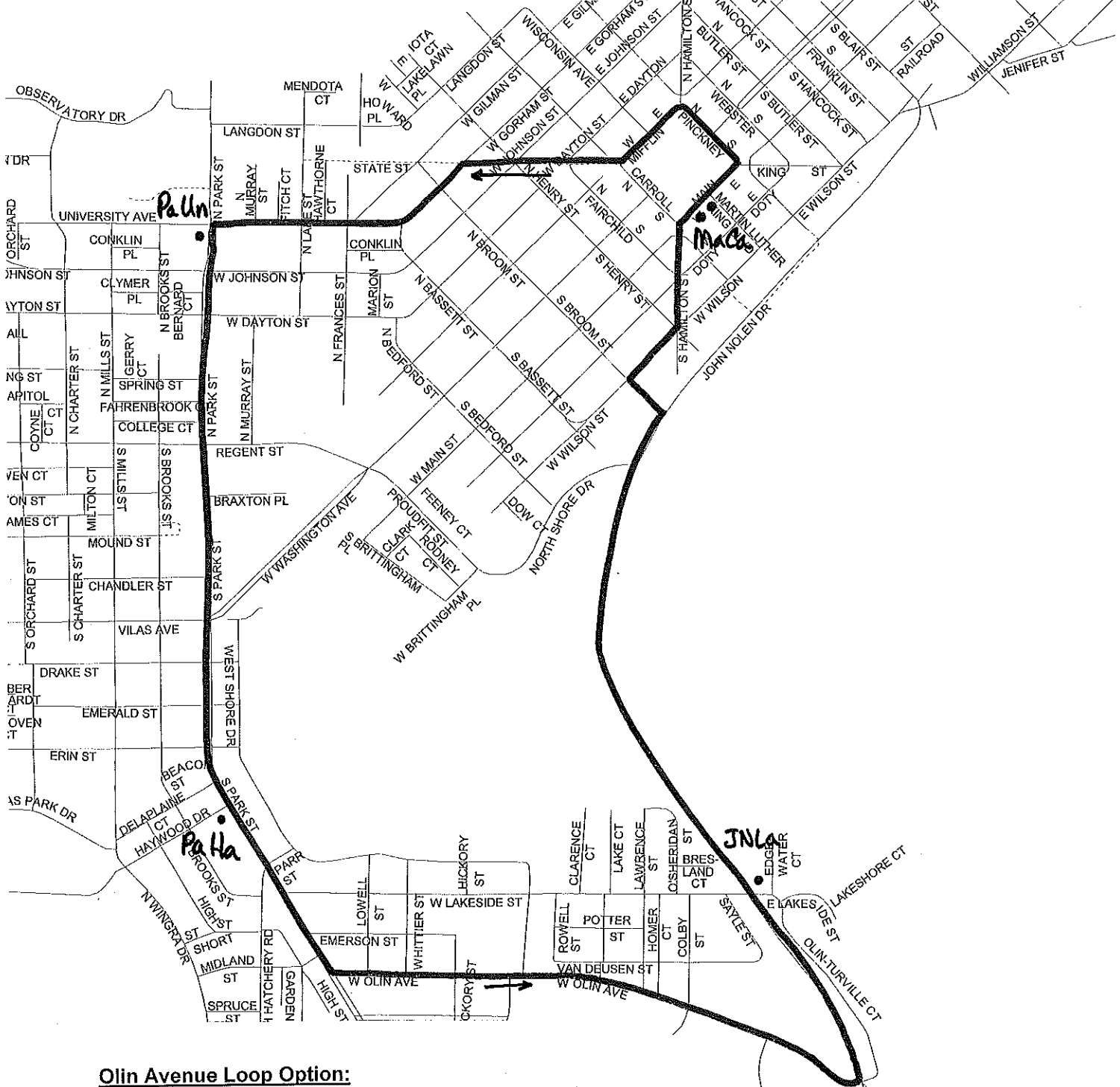
Inbound before noon, outbound after noon.

Reduces overall route length eliminating schedule adherence problems
 Reduces service levels in Town of Madison, shifting costs to the City of Madison.

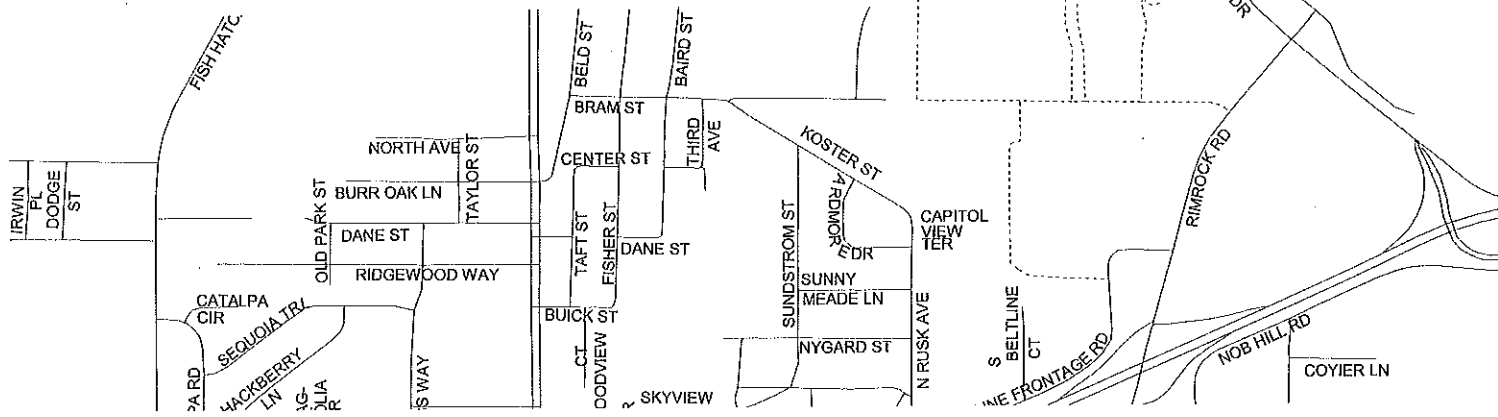
Secondary option:

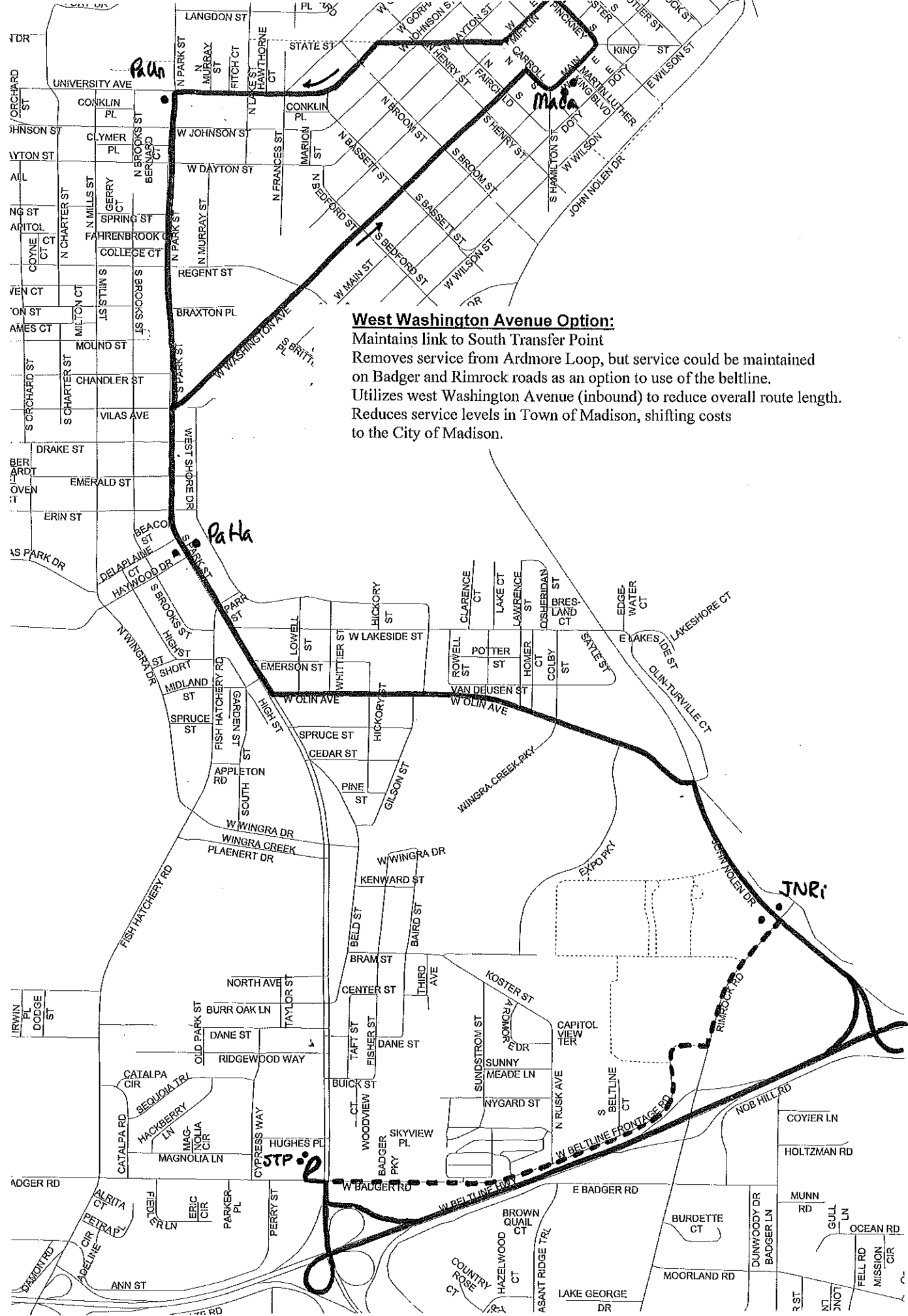
Maintain the current route (dashed line), but change the headway* to enable timely delivery of service, but causes a loss of connectivity at the South Transfer Point.
 Reduces service levels in Town of Madison, shifting costs to the City of Madison.

* 40 minute peak hour service, 80 minute off-peak.



Olin Avenue Loop Option:
 Creates one-way loop with 30-minute service throughout the day including weekends.
 Eliminates service in the Town of Madison without transferring costs to the City of Madison.
 Requires transfers to and from the South Transfer Point.





West Washington Avenue Option:
 Maintains link to South Transfer Point
 Removes service from Ardmore Loop, but service could be maintained on Badger and Rimrock roads as an option to use of the beltline.
 Utilizes west Washington Avenue (inbound) to reduce overall route length.
 Reduces service levels in Town of Madison, shifting costs to the City of Madison.

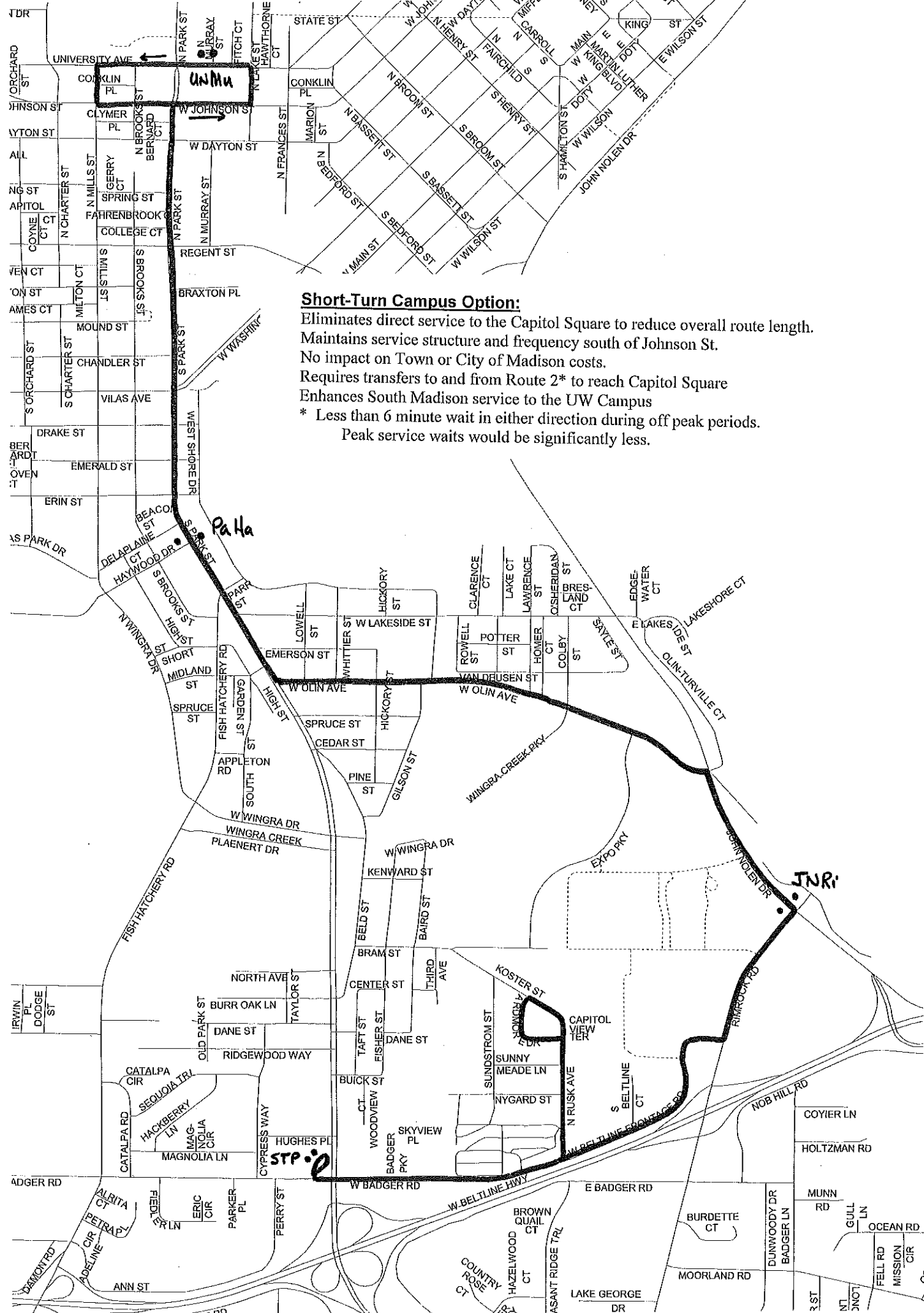
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JNR

STP



Short-Turn Campus Option:

Eliminates direct service to the Capitol Square to reduce overall route length.

Maintains service structure and frequency south of Johnson St.

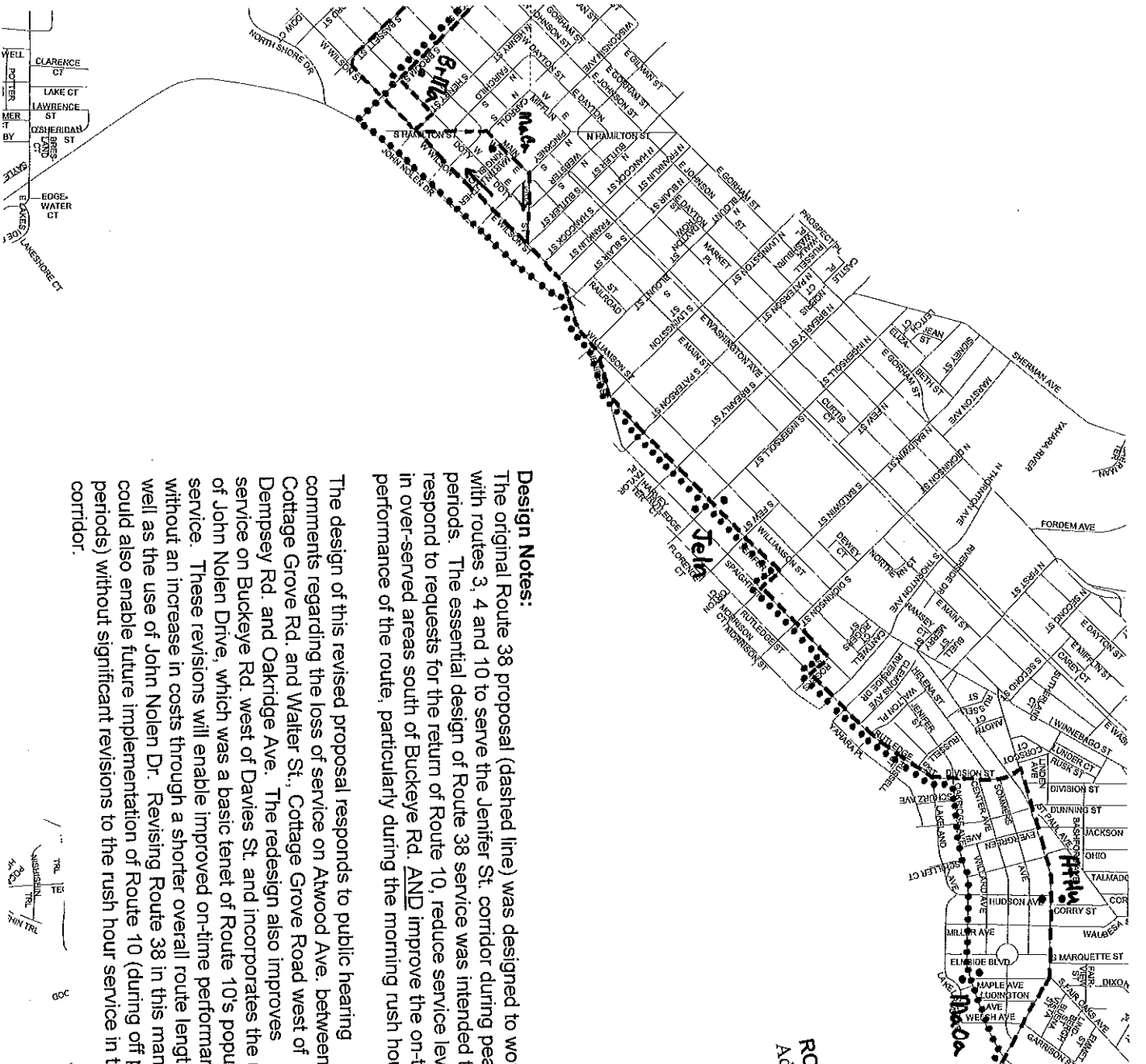
No impact on Town or City of Madison costs.

Requires transfers to and from Route 2* to reach Capitol Square

Enhances South Madison service to the UW Campus

* Less than 6 minute wait in either direction during off peak periods.

Peak service waits would be significantly less.

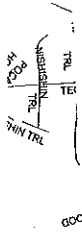
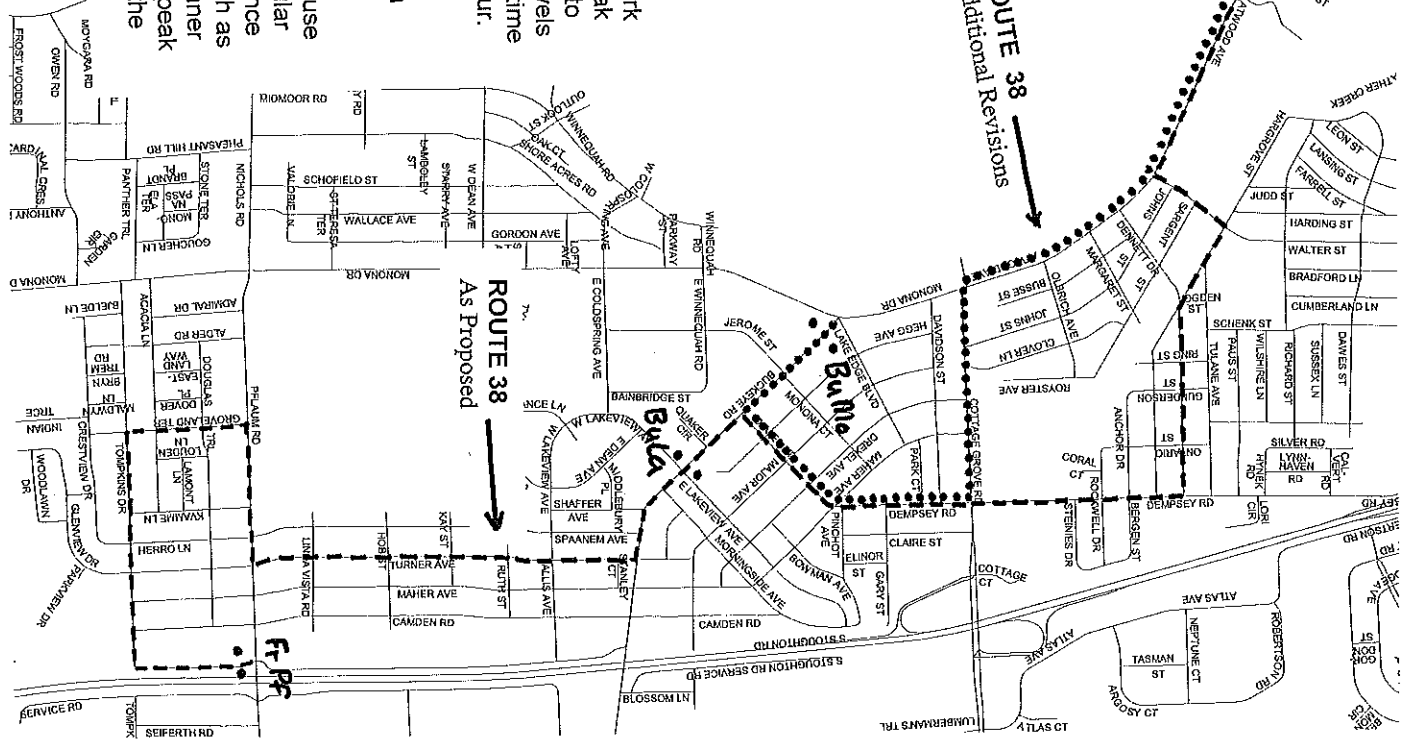


Design Notes:

The original Route 38 proposal (dashed line) was designed to work with routes 3, 4 and 10 to serve the Jenifer St. corridor during peak periods. The essential design of Route 38 service was intended to respond to requests for the return of Route 10, reduce service levels in over-served areas south of Buckeye Rd. AND improve the on-time performance of the route, particularly during the morning rush hour.

The design of this revised proposal responds to public hearing comments regarding the loss of service on Atwood Ave. between Cottage Grove Rd. and Walter St., Cottage Grove Road west of Dempsey Rd. and Oakridge Ave. The redesign also improves service on Buckeye Rd. west of Davies St. and incorporates the use of John Nolen Drive, which was a basic tenet of Route 10's popular service. These revisions will enable improved on-time performance without an increase in costs through a shorter overall route length as well as the use of John Nolen Dr. Revising Route 38 in this manner could also enable future implementation of Route 10 (during off peak periods) without significant revisions to the rush hour service in the corridor.

ROUTE 38
Additional Revisions



ESTIMATED COSTS: 2008 SERVICE RECOMMENDATIONS

2008 Recommended Changes	Daily Service Hours			2008	2009
	Current	New	Net		
<u>Route 6 & Related Changes</u>					
Route 6, 67, 26, 36	143.1	160.5	17.4		
Routes 17, 20, 21, 24, 30, 32, 33	103.6	96.3	-7.3		
<i>Schedule Subtotal</i>	246.7	256.8	10.1	909	2,575
<u>Schedule Adjustments</u>					
Route 13	24.6	18	-6.6		
Route 18	37.1	36.8	-0.3		
Other Schedules	66.5	67.5	1.0		
Other Non-Revenue Time			3.4		
<i>Schedule Subtotal</i>	128	122	(3)	(225.0)	(637.5)
<u>Core Services (1)</u>					
Route 37	19.5	19.5	0		
Route 38	31.5	31.5	0		
<i>Core Subtotal</i>	51	51	0	0	0
TOTAL HOURS			7.60	684.0	1,938.00
TOTAL COST (EST) (2)				\$ 52,668	\$ 153,703
TOTAL COST W/FULL ROUTE 13				\$ 98,406	\$ 287,182

(1) Includes extra buses added to the schedule for capacity needs.

(2) Cost estimates are based on an hourly rate of \$77, increased by 3% in 2009.

Route 6 and Related Changes

- Routes 6, 67, 26, 26 - Same as proposed.
- Route 17 - Revised to retain service on weekday evenings but an hourly frequency
- Route 20 - Same as proposed
- Route 21 - Same as proposed.
- Route 22 - Revised to restore weekday evening service same as present.
- Route 24 - Same as proposed.
- Route 30 - Same as proposed.
- Route 32 - Same as proposed.
- Route 33 - Same as proposed.

Schedule Adjustments

- Route 13 - No service south of Olin Ave.
- Route 18 - Same as proposed.
- Other schedules refers to routes with minor schedule adjustments as proposed or otherwise noted.
- Nonrevenue time includes garage/interline deadhead and recovery time adjustments.

Core Services

-Routes 37/38 - Proposal is revised to include Route 10-style service on some trips via John Nolen and restore service along Cottage Grove and Atwood. Not all trips will serve Sheboygan Ave. Service will operate on Oakridge.

Major Changes No Longer Being Proposed in 2008 - Will Be Proposed in 2009 Budget

- Routes 9, 10, 14/15, 34/39, 44/48

**SUMMARY
PUBLIC HEARING COMMENTS
RECEIVED IN CUSTOMER FEEDBACK DATABASE
2008 Proposed Service Changes**

Route	In Favor	Against	Mixed	Other	Total
3		1			1
6	2	1	3	2	8
7	Not included in current proposals				10
9		5	3		8
10		1	1		2
11			1		1
12			1		1
13		53	2		55
14	4	7	3		14
15		31	5		36
17		1	1		2
18		1			1
19				1	1
20	2				2
22		11	1		12
24			1		1
26				1	1
27			1		1
28			3		3
30		1			1
37		2			2
38		34	2	1	37
39	1	5			6
44	1				1
56			5		5
70			1		1
80		4	2		6
Expansion				2	2
Middleton				1	1
General				18	18
Total	10	158	36	26	240

**PUBLIC HEARING COMMENTS
RECEIVED IN CUSTOMER FEEDBACK DATABASE
4/15/2008 - 5/5/2008
2008 Proposed Service Changes**

Route	In Favor	Against	Mixed	Other	Total
3		1			1
6	2	1	3		6
9		1	3		4
11			1		1
12			1		1
13		28	1		29
14		6			6
15		8	2		10
18		1			1
20	1				1
22		8	1		9
24			1		1
27			1		1
28			3		3
38		21	2		23
39	1				1
44	1				1
56			5		5
70			1		1
80		4	2		6
Expansion				2	2
Middleton				1	1
General				8	8
Total	5	79	27	11	122

Public Hearing Feedback

Received from 04/15/2008 - 05/05/2008



FeedbackNbr 20862 **PropFeedbkType** Con **Keyword** 03

FeedbackDetails:

Details:

I was unable to attend the public hearing last Tuesday regarding the proposed bus schedule changes, so I am now writing to share my perspective.

For more than 20 years I have used the Madison bus system to commute to work and for leisure activities. I would much rather take the bus to travel downtown or to the University even if it isn't work related. However, the bus changes this last few years have decreased the ease of bus transportation, and I find myself using a car more often now. There has been a significant erosion of bus service to the East side, and the proposed schedule changes further this.

I am requesting continued routing of the # 3 bus on Rutledge St. in the evenings and during the day. While I applaud the restoration of the #11 bus that brings people quickly to the University from the East side, bus service is needed along Rutledge throughout the day, evening, and weekends. I am very dissatisfied with the #7 route on the weekend which requires too much walking to access the bus and to reach my destination in the campus area. The # 3 route that uses Rutledge St and travels via Breese Terrace served my needs very well and often alleviated the need to use my vehicle on weekends.

While there is a great need for more rapid bus transportation from the East side to the University, adding the #11 route seems costly and duplicates much of the service provided by the # 38. I would rather keep evening and weekend service on Rutledge and instead make one or two of the # 38 buses each hour an express bus to the University via John Nolen.

Thirdly, the bus ridership declines significantly during the summer months due to the increase in people commuting by bike and due to the decline in student commuters over the summer. Is it possible to have a seasonal bus schedule that operates with fewer buses during the summer months? Perhaps you could hire bus drivers for a nine month contract similar to that of teachers.

Sincerely,
Amy Miller

ResponseText:

Amy:

We are proposing to do much of what you write. We are now planning to keep Route 3 on Rutledge. We will also be proposing to run alternating Route 38 trips via John Nolen while postponing Route 10 until next year's budget.

Sharon Persich
Transit Planning & Scheduling Mgr.

FeedbackNbr 20747 **PropFeedbkType** Mixed **Keyword** 06

FeedbackDetails:

I ride the number 6 bus 6 days a week. I think the service overall is great. Drivers are respectful, and most of the time they are on schedule. One suggestion is to make sure there are extra bus' available during peak hours during winter months. One time in particular, a man in a wheelchair could not board the bus because it was too full. The passenger was in front of the GEF building, one block from the square on East Washington Avenue. The would-be passenger said that the previous bus had the exact same issue - too full. This happened during one of the worst snow storms we had this past winter - this is why I feel this route MUST be improved at least during this time of year at minimum.

Public Hearing Feedback

Received from 04/15/2008 - 05/05/2008



FeedbackNbr 20753 **PropFeedbkType** Pro **Keyword** 06

FeedbackDetails:

I take Route 6 every day from the Hayes Loop top get to work. I agree with the tentative schedule for Route 6 on Weekdays, Weekends, and Holidays as listed within the e-mail regarding service changes to different routes. Please do not change the tentative schedule for Route 6. Thank you.

FeedbackNbr 20787 **PropFeedbkType** Mixed **Keyword** 06

FeedbackDetails:

She would like to make a request regarding better defining the route 6. She has taken this bus for 5 years and has gotten on the wrong bus a number of times. She would like it to be considered numbering this as 6A, 6B, etc. to make it easier to define. She would like to speak to someone regarding this. She was at the public meeting but could not get any further in than the hallway. She would appreciate someone contacting her.

ResponseText:

Talked to Sandy for 15 minutes. Essentially, she wants signs that flash faster so she can see the entire cycle and KNOW whether her bus travels via the Portage Hayes loop or not.

I told her that not having the City View loop on the route should help that problem.

FeedbackNbr 20800 **PropFeedbkType** Con **Keyword** 06

FeedbackDetails:

The proposed route 6 schedule changes are not good at all, especially the eastbound times during the afternoon rush hour. Those of us who take the 4:45pm "Via Hayes" from Main & Carroll will now have to wait 20 minutes longer for a Hayes bus. There is no way most of us will be able leave work 10 minutes earlier to catch the Hayes bus that will come through 10 minutes earlier under the proposed schedule. Nobody is going to want to wait another 20 minutes to get home at night. Why can't the times and the "Vias" stay the way they are now? With the proposed schedule everything is practically reversed! The current 4:15pm "Via Hayes" from Main & Carroll is now going to leave at 4:20pm and go "Via MATC/Lien". The current 4:30pm "Via MATC/Lien" from Main & Carroll is now going to leave at 4:35pm and go via Hayes. This proposed eastbound schedule is really bad for those who live in the Hayes/Portage loop and get off work at normal quitting times like 4:00, 4:30, etc. If nothing else, at least have the 4:20pm and 4:50pm runs from Main & Carrol go Via MATC/Hayes so people in the Hayes/Portage loop don't have to wait so long for a bus. If this proposed route 6 schedule is adopted as is, I will be forced into considering driving to and from work rather than riding Metro.

FeedbackNbr 20803 **PropFeedbkType** Mixed **Keyword** 06

FeedbackDetails:

I take the #6 bus to work and back every day. I reviewed your proposed new schedule for August. I read on your website that you were adding more buses to the #6 route because of the overcrowding, which is a big problem, especially on the way home from work between 4-5 pm. Your proposed schedule does not seem to have any extra #6 buses. Can you please explain this to me? Thanks.

ResponseText:

Sherry:

We're addressing on-time performance on Route 6, not capacity. We are adding more time into the schedule by eliminating the City View loop but not adding more frequency.

Public Hearing Feedback

Received from 04/15/2008 - 05/05/2008



FeedbackNbr 20809 **PropFeedbkType** Pro **Keyword** 06

FeedbackDetails:

I know you had your meeting but I did have one idea.

I hear talk about how the 6 is your most challenging route.

I was riding the 6 a while back when you made some pretty significant changes.

You changed it from 15 minutes all day to 15 minutes in the AM and PM and every half hour through out the rest of the day.

That was the one line I could ride to get to Dr. appointments in the middle of the day and work my lunch around.

I thought it was inconvenient but I worked around it.

Now that I hear the 6 is our busiest line and has a hard time keeping to the schedule.

Why not change it to 15 minutes all day and make it every 7 during peak times.

Or run extra busses every three busses.

P.S. Could we scan our finger prints instead of having an annual pass.

FeedbackNbr 20736 **PropFeedbkType** Con **Keyword** 09

FeedbackDetails:

I have heard word that Madison Metro is considering eliminating or severely cutting back service on the "9" route. Is this true?

If so, I'd like to add my input of how important this route is to me. As a college student, I live on the east side of the isthmus, and rely on the route 9 bus five days per week, every morning.

This morning there were two busses serving the stops, and all were completely full. This is obviously a valued route.

Public Hearing Feedback

Received from 04/15/2008 - 05/05/2008



FeedbackNbr 20802 **PropFeedbkType** Mixed **Keyword** 09

FeedbackDetails:

I have some feedback about the transit system we have here. I've been riding the bus for about 3 1/2 years, and have noticed more changes for the worse than the better in that time. I used to go to MATC and the 6 seemed pretty dependent when I rode it, now I go to the UW and the 9 works pretty well for that, I just wish it ran later. The one beef I have is with the 2, which I've taken to work for the last 3 1/2 years. I have noticed that the routes coming back downtown after 9:30 PM seem to run in an irregular fashion, or are often noticeably late. During the summer, I could get over that, but when it is below zero, waiting an extra half an hour for the next bus is absolutely horrid. Once I could understand. But three times? Another thing I've noticed is that sometimes when the bus is running late that drivers try to make up for lost time by going faster than they normally do. I understand they have to be at transfer points at certain times, but it probably wrecks the bus a little bit with all the potholes in this town and is unnecessarily frightening at times. Especially if you are standing. I also have never understood why there is no weekend route which just goes down campus drive, eliminating the extra 10 minutes or whatever it is to go around old university and the UW hospital. Additionally, I think it would be awesome if the 81 ran during school breaks. Not even every 15 minutes, but at least once an hour or something. There are still kids here even if all the students are gone. I wish there was a way to better educate riders about being a public transit rider besides the tiny signs, because it seems there's also more trash on the bus lately. Plus, people exiting in the front when it is unnecessary is ridiculous and slows everybody down. This will probably sound sort of eugenicist or something, but there should be a standard of hygiene people should adhere to when in close contact with strangers. I guess more signs is the only thing you can really do, that was probably more of a rant, sorry. One awesome thing is the 'No Knuckleheads on the Bus' sign. I really enjoy that, so thank you for putting that up.

FeedbackNbr 20819 **PropFeedbkType** Con **Keyword** 09

FeedbackDetails:

I would like it to be noted that bus #9 should not be replaced by #10. People in the Emerson East and Eken Park neighborhoods, as I'm sure others, need to have the bus travel as far as North Street.

FeedbackNbr 20828 **PropFeedbkType** Con **Keyword** 09

FeedbackDetails:

I am commenting on the proposed route and schedule changes.

---The elimination of Rt 9 is very bad for the East High neighborhood.

It is a very long walk from First St. to 4th St. The #9 is exceedingly convenient. The only bus that goes down the portion of Johnson St. at mid-day is the #5, which is slow and goes to the square. Keep the #9 going out Johnson past East High.

---I would also recommend keeping bus service to the Huber Center or close to it, in some way. The service to South Side of town needs improvement.

---SHELTERS:

--There is no bus shelter at E. Wash and 4th, where the #6, #14 and #15 stop. This is an exceedingly windy spot during the winter and desperately needs a shelter.

--The lack of shelters in the middle portion of State St. makes it less likely that people will walk up the street and shop late in the day while waiting for the bus to go home. The State St. businesses need all the shoppers they can get. MORE SHELTERS on State!!

Public Hearing Feedback

Received from 04/15/2008 - 05/05/2008



FeedbackNbr 20798 **PropFeedbkType** Mixed **Keyword** 11

FeedbackDetails:

I tried to figure out what the changes to Route 11 mean... I work at the Vet school and I ride to and from the West Transfer Point. I like being dropped off in front of the Vet school on the UW campus (Or the Nat when there isn't a detour). My only complaint is that the bus is always late at night.

Idea: take rush hour traffic into consideration when determining bus stop times. Also, from the driver comments that I read in the Badger Herald; have more time for drivers to take bathroom breaks and such.

One of my co-workers mentioned a problem she had with a Rt 56 (I think) driver a few years back. He would be 10 to 15 minutes early in the morning (on the way downtown) to her stop at Whitney Way and Raymond Rd just so he could get to the West Transfer Point and take a coffee break. So please, try to give the drivers a bit of a break.

For my part, I like the 11 route. I usually take the 7:45am from the West Transfer Point and then pick it up around 5:30pm at the Vet School. The bus can come any time from 5:20 to 5:35pm. I understand that it is traffic issues. Luckily I don't have a transfer to catch, but it sucks when the weather is crappy.

Thank you for reading. And good luck with scheduling.

ResponseText:

Sara-

The proposed change to Route 11 is directly related to the new piece of Observatory Drive that will be built between Walnut and Highland (going just north of WARF building, much like old Marsh Terrace did if you remember that far back).

Upon completion of this stretch of roadway, Route 11 will go straight along Observatory between Highland (by the UW Hospital) and Walnut (by WARF) - and no longer take Walnut up and around Marsh Drive (past Lot 60 and Pharmacy Building). This will eliminate some distance in both directions of travel, which will have a minor benefit to ontime performance.

The stops east of Walnut and the WARF building on Observatory, by Vet Med, will remain the same (to the extent they are not impacted by construction).

FeedbackNbr 20782 **PropFeedbkType** Mixed **Keyword** 12

FeedbackDetails:

I don't see any improvement on service from the Dutch Mill Park & Ride. I and others would use that Park & Ride if it were possible to get back from campus in just 20 or 25 minutes. With the current and proposed schedules, it would take over 45 minutes to get to the Park & Ride at the end of the workday. It takes me 50 minutes to drive from my office on campus to my home in Fort Atkinson. I'd rather ride the bus partway to work, but again, there's no point in getting home so late. No response is needed. Thank you.

ResponseText:

Mary-

Route 12 is currently scheduled to take thirty-two minutes going between Campus Drive and Randall Avenue (by Union South) to the Park and Ride at Dutch Mill.

The shortest distance between these two points is about seven miles, and the bus only deviates (to serve the Capitol Square and Lake Point neighborhood) an extra 1.5 miles. For public transit, it does not typically get much better than that as far as travel time and distance tradeoff (Google maps estimates a car trip over this direct distance taking 17 minutes, or just less than half as long as the bus).

Public Hearing Feedback

Received from 04/15/2008 - 05/05/2008



FeedbackNbr 20734 **PropFeedbkType** Con **Keyword** 13

FeedbackDetails:

Your proposal for the new route 13 is not logical and is unworkable. Having a loop on Olin does not allow easy access to the Metro system to and from the Bay Creek neighborhood. Particularly the numerous elderly residents of the Romnes Apartments. Furthermore, it significantly limits public transportation access to the already indebted Goodman Community Pool. As residents we rely on the route 13 during off peak hours to get downtown and back. Please leave route 13 in its current practical form.

FeedbackNbr 20745 **PropFeedbkType** Con **Keyword** 13

FeedbackDetails:

Please do not cut service on Route 13. Our homeless families using the services of Interfaith Hospitality Network need as many options as possible on Route 13.

FeedbackNbr 20746 **PropFeedbkType** Con **Keyword** 13

FeedbackDetails:

Colin Conn said the rider response to the proposed changes is an important part of the process. "People have the idea everything is cast in stone, but we need to hear reaction and respond," he said.

I was present at the last major route changes at the Sequoia Library and this was suppose to be a "public hearing" and the first thing the gentlemen stated was that this is the last of the meetings and that the changes are already going to happen and that this was more of an informational meeting on Metro's part. When I expressed my concern with my route changes, he disagreed with me and said I was wrong that the cuts were bad. I agree with Mr. Conn's statement that Metro needs to hear reaction and respond and Metro needs to listen to these responses. I think the cut of the route to the Goodman Pool is poor planning as this will limit access for children in the community to the pool.

Thank you,

FeedbackNbr 20752 **PropFeedbkType** Con **Keyword** 13

FeedbackDetails:

My family volunteers with IHN. It is atrocious that you will cutting bus route 13 to IHN's new facility. Homeless people have no transportation and rely on our public transportation system. Do not cut Route 13.

Thank you.

Public Hearing Feedback

Received from 04/15/2008 - 05/05/2008



FeedbackNbr 20770 **PropFeedbkType** Con **Keyword** 13

FeedbackDetails:

I am writing to express my concern regarding the proposed changes to Route 13.

I am a law student at the University of Wisconsin, and am living off of student loans. The neighborhood I live in is a viable option for me only because of the bus line that takes me to and from campus. Route 13 is the only bus line that services my neighborhood, and the proposed route changes will force me to move. I rely on the bus daily, sometimes commuting in and out from campus mid-day.

I am also concerned regarding the proposed changes on a more general level. My neighborhood is a low income neighborhood. It is generally populated by working class families with children. If this bus line is eliminated, the closest route will be approximately half a mile away. This is unacceptable.

Elimination of a bus route from an area where the predominant form of housing is apartments and where working families as well as students rely on the bus line will harm my neighborhood. It will make it more difficult for property owners to rent out their apartments, it will force individuals like myself to relocate, and most of all it will harm the people who rely on the route for transportation but cannot afford to move.

My final comment is that this change was not widely publicized. I was informed by word of mouth, and looked for the notice on the bus every time I rode afterwards and it was never there.

While I recognize that the budget is limited, eliminating or reducing service to a low income neighborhood is not the solution.

Very truly yours,

FeedbackNbr 20771 **PropFeedbkType** Con **Keyword** 13

FeedbackDetails:

I am opposed to the changes for route 13. I volunteer with Interfaith Hospitality Network, an agency that works with homeless families. IHN recently signed a 5 years lease on a new office on Olin avenue. The clients served by IHN are homeless and most rely heavily on bus service. The proposed changes in route 13 will make it very difficult for these families to go to and from the IHN offices. These families are often at the office (daycenter) during the day. IHN provides intensive support for these families including case management, job skill and parenting skill development, and ultimately over 70% of the families find permanent housing. Please don't jeopardize this critical agency. Thank you-Melanie Witte

FeedbackNbr 20790 **PropFeedbkType** Con **Keyword** 13

FeedbackDetails:

I ride route 13 daily to and from work downtown off the square. I get the bus at Olin and Hickory. I have a bad knee and find walking difficult. were you to eliminate the service on Olin avenue I would have a terrible time getting to and from my job. I do not drive and a taxi would be way to expensive. I would greatly appreciate it if you would Not change this route! Route 12 use to come down Olin Avenue to Park st. and then up West Washington and I was very happy with that route, I was not pleased when you changed that, so please leave route 13 alone.

Public Hearing Feedback

Received from 04/15/2008 - 05/05/2008



FeedbackNbr 20791 **PropFeedbkType** Con **Keyword** 13

FeedbackDetails:

I am writing to urge you NOT to cut services on route 13. I wasn't able to attend the public hearing last night due to other obligations, but wanted to at least write. I am a case manager at Interfaith Hospitality Network. We will be moving to Olin Ave. on July 1. We specifically checked the bus routes before finalizing this move. The families with children we serve would be greatly affected by the proposed cut. However, not just our families, but also families trying to access the Goodman Pool and other social service agencies on that route would be affected. Please reconsider the proposed route. Thank you for your time.

FeedbackNbr 20811 **PropFeedbkType** Con **Keyword** 13

FeedbackDetails:

Dear Metro,

I am a volunteer with the Interfaith Hospitality Network (IHN), which is planning to move to a new building on Route 13. IHN is a wonderful organization that does great work in helping homeless families get on their feet and move into permanent housing. It is imperative that their headquarters building be easily accessible by a bus. The proposed changes to Route 13 would severely hamper their ability to do good work.

IHN is the type of organization that the City of Madison should be "supporting" not "hindering."

Please do not change Route 13 and hinder IHN's good work.

FeedbackNbr 20815 **PropFeedbkType** Con **Keyword** 13

FeedbackDetails:

Hello,

I am emailing you to protest the proposed changes to route 13. I live on Nygard Street and use the bus to get my night job downtown. I also use the bus when I want to go downtown for a night out. I do own a car, but choose to use the bus to cut down on pollution, cars on the road, and to avoid drinking & driving. Right now it is very convenient for me because the bus goes by practically in front of my house. Your proposed changes to route 13 would eliminate this convenience, and I would have to walk about 3/4 mile to the South Transfer Point to get downtown.

I would then probably just start to use my car again. Is this what you want? Please reconsider your proposed change to route 13.

Thank You

ResponseText:

Kevin:

Because the Town of Madison has told us they cannot afford their transit budget for 2007, we are moving ahead with a plan to eliminate service south of Olin Avenue. Unless we hear otherwise from the Town, I don't know how else we will pay for the service. This is obviously not what Metro wants to happen.

Public Hearing Feedback

Received from 04/15/2008 - 05/05/2008



FeedbackNbr 20820 *PropFeedbkType* Con *Keyword* 13

FeedbackDetails:

I am writing to express my concern regarding the changing of Route 13. The Interfaith Hospitality Network, which is a non-profit organization that assists homeless families in securing shelter and housing, has signed a lease to relocate their office to Olin Avenue. They chose this site based on the fact that the location was on a bus line which is essential for the clientele that receive the benefits of IHN. In light of this, I am requesting that you reconsider not changing the current service provided on Route 13.

Thank you.

Patsy Miller
Vice-President
Interfaith Hospitality Network
Board of Directors

Public Hearing Feedback

Received from 04/15/2008 - 05/05/2008



FeedbackNbr 20824 **PropFeedbkType** Con **Keyword** 13

FeedbackDetails:

I am a rider of Bus 13 and do NOT support the proposed changes to Route 13. The portion of this route affected by these changes is not served by any other bus route and needs to be maintained fully, not reduced to a one-way service!

The route changes are proposed to fix schedule adherence and turning problems. I do not see how that is accomplished by eliminating half the route - I think people will gladly have a bus that is a little late, than no bus at all!!

The changes are based on the premise of "Minor adjustments that eliminate problematic turning movements to help speed up service will affect routes 13....". Which is substantially different from "eliminate direct service between southern portions of the route (i.e. from John Nolen towards South Transfer in the AM, from South Transfer Point towards John Nolen in the PM)."

It is absurd to eliminate the route on that premise, I am sure there are other ways to address the 'problem' without reducing the service.

This is a route that serves people that rely on the bus for transportation. These changes only occur in the low income neighborhood of the route, which smacks of racism or at the very least differentially affects the poor. This would put an undue burden on folks, and not likely they could schedule their work and other activities around a one-way route.

It would also limit the ability of the public to get to the new pool via bus, which was considered a high priority when the new pool was proposed and built.

As the funding for schools has decreased and the cost of transportation has risen there has been an increase in the number of teachers and students of Franklin School using the bus, which would not be possible if they could only go 'one-way'.

A reduction in this service would further limit accessibility to the south side, which is counterproductive to the city's efforts to rejuvenate the south side, including the Villager Mall renovations and expansion of the South Side library, as well as events at the Alliant Center.

Route 13 also serves the elderly and disabled, which rely on the bus, to both get to their destination and come home not just go in one direction and not be able to get back.

I realize the town of Madison has asked for reduction in the cost to them for bus services, but at this time we need to maintain and improve bus service and not eliminate it. This is important economically for those people that require the bus for transportation and environmentally to get more drivers off the road and meeting our city's and county's air pollution goals as set by our mayor and governor.

FeedbackNbr 20825 **PropFeedbkType** Con **Keyword** 13

FeedbackDetails:

To Whom it may concern:

I am a volunteer coordinator for the IHN, at one of our local churches. The people staying at IHN definitely need the bus transportation on Route 13. I truly do hope you reconsider stopping any transportation on that route as these people do depend on the city bus transportation and could not do without it. Thank you,

Public Hearing Feedback

Received from 04/15/2008 - 05/05/2008



FeedbackNbr 20829 *PropFeedbkType* Con *Keyword* 13

FeedbackDetails:

I would like to give my feedback about the proposed reduction of service to bus route 13 east of Park St. I believe these changes would constitute a hardship for the vulnerable population of older adults who live at Romnes. The changes would also negatively affect the African Americans, Latinos, Hmong and white folks in this diverse neighborhood who either cannot afford their own vehicle or who choose to use public transit as much as possible. Route 13 is located very conveniently and centrally on Olin Ave for Romnes residents and for residents of both the Bay-Creek and Bram's Addition neighborhoods. Please do not reduce our bus service!

FeedbackNbr 20830 *PropFeedbkType* Con *Keyword* 13

FeedbackDetails:

Please do not cut any services that affect South Madison residents, especially #13 bus.

Sincerely,

Public Hearing Feedback

Received from 04/15/2008 - 05/05/2008



FeedbackNbr 20832 **PropFeedbkType** Con **Keyword** 13

FeedbackDetails:

Subject: I oppose the bus cuts

Dear City Transit and Parking Commission Members,

I am writing to you to say I oppose the metro bus route cuts for routes 22 & 13, not to mention all of the routes. I am relieved you extended submission until today. As I write this I am watching the airing of the City Channel April 15th City Transit and Parking Commission meeting this morning. The only conclusion I can come to is that this must be a financial decision that I will address later in this testimony.

I am opposing the cut for route 22 due to the fact that I have neighbors that rely on the bus system to get to work, school and do errands. In general the north side ridership has increased and rely on the bus system. I do not want my neighbors and friends to end up stranded at a transfer point after dark or worse in frigid weather with their children and groceries. The decrease in service will increase pedestrian traffic on Troy Drive. Unfortunately, there are no sidewalks on Troy Drive. Adding more pedestrians (with children and groceries) on Troy Drive with the speeding traffic is not good. And with the cost of gas continuing to rise, more residents are planning on utilizing the service.

As for the #13, I am the Development Director at Interfaith Hospitality Network. We are a homeless shelter for families with children. Not only are we a shelter, we provide long-term services to the families that we help get back into housing. Since most of our families can't afford a car they utilize the bus system to access our services. The average age of a child that comes to IHN is 7 years old. I can not imagine our parents having to stand at the bus for an extended period of time waiting for the bus in our Wisconsin winter.

We searched long and hard in 2006 to find a facility that would provide for our growth and our agencies needs, close to a park, close to the Goodman Poll and other service providers - and we found it on Olin Avenue. One of the prerequisites was that it is located on a bus route.

To address the financial aspect, I realize "I oppose the cuts" doesn't help you to make your decision. That said, in lieu of cutting the bus routes, IF you MUST increase the cost of rides, I suggest that you look into a sliding scale alternative for residents that live at or below the poverty level. Not a fee based on the gross income, but a fee based on the net, post rent & utilities. I know this is probably not a popular option, but it is a realistic option.

In closing, please think of creative options PRIOR to cutting service.

Thank you,

Cyndi Wood
Nobel Park Neighborhood Association Representative
608.220.7092

--

Cyndi Wood
Development Director
Interfaith Hospitality Network of the Madison Area
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Public Hearing Feedback

Received from 04/15/2008 - 05/05/2008



FeedbackNbr 20834 *PropFeedbkType* Con *Keyword* 13

FeedbackDetails:

We are members of the Prairie Unitarian Society and their Social Action Committee. One of the groups our Society volunteers for is the Interfaith Hospitality Network (IHN). The IHN has a long history of providing housing and other support for homeless families until they find jobs and can move into permanent housing.

The IHN is planning to move to a new building on Route 13. It is imperative that their headquarters building be easily accessible by a bus because these homeless families have no private means of transportation.

The proposed changes to Route 13 would severely hamper the IHN's ability to conduct their work with Madison's homeless families. It is important that the City of Madison support this critical work of this agency.

Please do not change Route 13.

Public Hearing Feedback

Received from 04/15/2008 - 05/05/2008



FeedbackNbr 20835 **PropFeedbkType** Con **Keyword** 13

FeedbackDetails:

Madame/Sir:

With the high gas prices, I will no longer be able to drive to work because it is cost prohibited. It's a shame what the federal government has done to us and now our local government is demonstrating that it too is not listening to its constituents. For a city that encourages a city to go green, I can tell you reduction in key bus routes and services is not the way to go.

I have experienced waiting a half an hour to forty five minutes for a bus after 6:30. It seemed like an eternity even with the camaraderie of a church member, who was please and engaging. We talk about making Madison a safe place for all to live, don't you know negative interactions are more likely to occur with long waits at the bus stop? You City officials make these bad decisions and then blame everybody else for the fallout - the problems. Besides the potential negative interactions between people who may not meet otherwise, you put people at risk of not being able to get to work on time. This will push the already dismal unemployment rate even higher. Cabs quickly become cost prohibited for most of us to get to and from work. It is very disappointing that I can not trust our Madison Metro Transit Authority and the city government to do what is best for the Madison community bus ridership. Furthermore, it is sad that this issue comes up every year. Most cities I have gone to seem to have an efficient bus system, buses every 15-20 minutes. If anything, it seems to me that all of the routes should be expanded, because there are a lot of people who will become more dependent than ever on public transportation, due to the rising gas prices and the parking costs. Pretty soon public transport is going to be the harsh and forced reality that many of us will be facing or losing our housing or other necessities.

It is my opinion that it is inhumane to decrease services to the south side of Madison an area that is already troubled by fights when there are large clusters of riders. Part of the problem is having to wait extended periods of time already. In addition, to think that everybody can hustle to Park Street is crazy. To think that you could eliminate buses down Fisher Street when you have several apartment complexes and the Quaker House right there in the heart of the neighborhood is appalling. It seems like, here we go again, let us do it to the ones who have the fewest resources and who will not realize what is happening to them until it is too late.

Thank you. I hope you will give my comments serious consideration because we are in very difficult time.

Sincerely,

Public Hearing Feedback

Received from 04/15/2008 - 05/05/2008



FeedbackNbr 20837 **PropFeedbkType** Con **Keyword** 13

FeedbackDetails:

Friends at Madison Metro:

Homeless people served by Interfaith Hospitality Network will be badly harmed by proposed changes to Route 13. The Interfaith Hospitality Network headquarters is moving to 128 E. Olin Ave. on July 1.

Every day, dozens of homeless people need to come to the IHN for help in finding homes and help in job-seeking. They will use the location as a base, and from there they will need bus service to visit potential employment and potential places to live.

Homeless people do not have cars--they need Madison Metro!

Thank you. Mary Lou Diehl

FeedbackNbr 20845 **PropFeedbkType** Mixed **Keyword** 13

FeedbackDetails:

HI: I attended the 4/15 meeting, and submitted comments without wishing to speak. These comments addressed my concerns that Romnes and Goodman pool service would be cut back on proposed Route 13 schedule. Since so many people voiced these same concerns, I want to add that my personal situation would also be affected. I'm a recent retiree, and now use the bus primarily during non-peak hours. I took the #13 bus to the hearing meeting, a mid-afternoon run which would be eliminated in the new schedule. I like to go downtown to shop, to the library, and to events on campus. I'm considering joining Meriter's pool/exercise program on West Main Street. All these trips are likely to be affected by the cutback.

So, to summarize, Olin Avenue service is vital for the elderly in and near Romnes, pool users, families, and the entire neighborhood.

Another comment: I've taken Metro to the airport to catch and return home from flights. For me, it involves three buses and two transfers, and can take as much time as the flight, but the only alternative is a prohibitive \$20+ cab ride. I do not fly often, but I try to schedule my departures and arrivals around bus service. I think others might bus to the airport also if service were expanded to include the later hours and the weekend service you've proposed. Thanks for listening.

FeedbackNbr 20846 **PropFeedbkType** Con **Keyword** 13

FeedbackDetails:

I would like to express my desire for Metro to keep route 13 a two way route. There are many people that depend on this route for their only transportation and making this a loop would create huge delays in getting to either the square or the South Transfer point depending on the time of day.

Also, this route serves the new Goodman Pool and should deserve two way service just for that location alone.

Thanks,

Public Hearing Feedback

Received from 04/15/2008 - 05/05/2008



FeedbackNbr 20849 *PropFeedbkType* Con *Keyword* 13

FeedbackDetails:

ONCE AGAIN THERE IS A FIGHT TO KEEP A BUS ON THE ARDMORE/RUSK LOOP! (LAST TIME BACK IN 2004?)THIS IS THE MAIN ROUTE FOR ME!! USE THIS ROUTE TO CHURCH, TO VISIT FRIENDS ON THAT LOOP,TO GO SHOPPING AND MORE IMPORTANTLY TO WORK AT DEPT OF REVENUE! I DO NOT DRIVE. THE CHANGE WOULD PUT ME-- AND OTHERS-- AT A SERIOUS DISADVANTAGE, EVEN MORE SO THAN WHEN THE 5 ROUTE WAS ALTERED. PLEASE CONSIDER KEEPING THE 13 WITHOUT CHANGING THE SCHEDULE. AS IT IS, OFTEN TIMES THOSE OF US HERE AT DOR HAVE TO LEAVE EARLY OR WAIT EXTRA 30 MINUTES AS THE 13 IS SET NOW! (AND W/O SHELTER ON THE SOUTH-EAST SIDE! THANK YOU.

FeedbackNbr 20851 *PropFeedbkType* Con *Keyword* 13

FeedbackDetails:

I am requesting that you do not change bus route 13. As I am sure you now by now IHN will be moving to Olin Ave July 1. It is imperative that the homeless families we serve have adequate access to transportation. It is also important that low income families have good access to the Goodman pool since they were the population taken into consideration when choosing a location for the pool. I would also like to see anyone on food stamps get a good discount on bus tickets and passes. Thank you Shannon Hayes

Give to IHN just by searching the internet. Use GoodSearch.com

Shannon Hayes
Network Coordinator
Interfaith Hospitality Network

Public Hearing Feedback

Received from 04/15/2008 - 05/05/2008



FeedbackNbr 20860 **PropFeedbkType** Con **Keyword** 13

FeedbackDetails:

While hopefully not too late, its Friday today, I understand you are taking comments this week on Metro route changes, namely the 13 and 3.

I wish you'd keep the 3 and 13 as is...but with the 3---have it go and come from the Square in one direction route rather than guess one hour from the next.

And also, on 13, keep as I need it for events at the Dane Co. coliseum and grounds, like this weekend's Midwest Horse Fair. If route was coming from one way---from only Square or only from S. Transfer Point, you'd not be able to get to things such as this there or even those needing to get to the S. Transfer Point or the Square if only one way route. So keep 13 as is.

Thanks...Carl and JoAnn Blum

PS----We must also add to ask to have East Towne and Metro staff to work out way to keep the 30, 6, 7, and other routes coming to the doors of the Mall not way out in some parking lot. That West Towne Mall shelter, when there in rain and snow, gets way too crowded, no place to sit, and behides have to run way out from Mall to catch bus if happen to see it coming. Perfer the Sears stop at the Mall. Work with Mall and store people to keep it as is..thanks.

FeedbackNbr 20868 **PropFeedbkType** Con **Keyword** 13

FeedbackDetails:

I am opposed to the recommended metro bus cuts to the South Madison area. During the last Metro budget cut South Madison had a reduction of routes specifically to the Bridge/Lake Point area. I have been dialoging with neighbor who are expressing a great concern to metro bus route cuts. South Madison is the most diversified section of this community. We know that it has economically challenged people residing there. I think that it is a shame that we are offering on-going services to this area and now we are talking about reducing the transportation. The some of the businesses that will be affected are: Harambee Center, The Alliant Energy Center, The Ferris Huber Center, The Villager Mall, Nehemiah Corporation, Centro Hispano, Genesis, just to name a few. How are these people suppose to get around the city if the basic service is reduced? We can not continue to allow the City of Madison to reduce bus routes to the high risk and targeted neighborhoods.

Public Hearing Feedback

Received from 04/15/2008 - 05/05/2008



FeedbackNbr 20871

PropFeedbkType Con

Keyword 13

FeedbackDetails:

DANE COUNTY UNITED

APRIL 18, 2008

Dear Madison Metro:

We are writing to express concern about the proposals affecting Routes 13, 17, and 22. These changes disproportionately affect the poorest members of our community. We write because the proposed changes are wrong for our community.

Dane County Untied is a group of congregations and neighborhood organizations that work together on issues of common concern. We seek to bridge the many boundaries - racial, economic, geographic, and so forth - that all too often separate us from others in our community. By bridging these boundaries, we are able to discover that we all have similar concerns about and hopes for our community. We then work together to bring about positive change.

We are opposed to the proposed changes to Routes 13, 17, and 22 because they negatively affect the people in our community who most need regular bus transportation. Far from breaking down the barriers in our community, these changes make those obstacles bigger.

Route 13 should offer frequent service to Madison's only swimming pool. The proposed change in the direction of Route 13 would cut service in half. Why would one part of the City of Madison create a great resource for the community and a different part do something that would make it harder for this resource to succeed?

The same question applies to the impacts the proposed change would have on the City owned Romnes Aparments. Bus service that conflicts with other city priorities does not make sense.

Route 13 also serves the Ferris Center on Rimrock Road and the new offices and day center of the Interfaith Hospitality Network. As you know, the Ferris Center is for county jail inmates who have work release privileges. The Interfaith Hospitality Network provides a number of service to families transitioning from being homeless to have a home and stay work.

Both of these groups of people must have access to the bus sytem - no member of these groups has a car. The proposed change in the direction and scheduling of Route 13 would drastically reduce bus service for people desperately trying to work and improve their lives. If service was eliminated south of Olin Avenue, there would be no bus serive at all.

Cutting service to these groups of people is wrong. The proposed changes have obvious negative implications for people using the Ferris Center and IHN programs. They already face great obstacles in transforming their lives. Why would the City of Madison make it even more difficult, if not impossible, for them to get to and from work?

If people using the Ferris Center and participating in IHN programs have difficulty in getting to work, or cannot get to work at all, the proposed changes are also a disservcie to the larger community. All of us have an interest in helping people change their lives for the better because all of us will benefit from their success and suffer from their failure. This is an instance where the changes to the bus route may make sense from the point of view of the streets used and the time it takes to drive them but makes no sense at all from the perspective of the well bing of the entire community.

We have the same concerns about the proposed changes to Routes 17 and 22. The proposed change for Route 17 would make it impossible for residents of the north side to get to the Woodman's grocery store near the east transfer point after 6pm. And while it theoretically makes it possible to shop at Copps and Shopko after 6 pm, in practice it would be impossible because of the infrequent service and long waits for connection buses. The proposed changes to Route 22 makes these problems especially difficult for residents living in the the area around Vera

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Court. In effect, people in this area would have no access to a grocery store after 6 pm.

It is unrealistic to expect someone who works during the day to spend hours on the bus in the evening so that they can buy groceries. It is wrong the City of Madison to take a laarge chunk of the community and effectively cut it off from grocery service in the evening.

For allthe reasons, we are opposed to the proposed changes to Rotue 13, 17, and 22. We respectfully request that Metro not make these changes.

FeedbackNbr 20948 **PropFeedbkType** Con **Keyword** 13

FeedbackDetails:

Please do not change the route 13 service. It is my only means of transportation to school and work. What of the people in the work release program? Without the 13 they would not have a way to get to work and would be forced to sit in jail costing taxpayers money instead of making their own money to pay off fines. It seems hypocritical to advertise how "green" Madison is and then cut people off from public transportation.

FeedbackNbr 20949 **PropFeedbkType** Con **Keyword** 13

FeedbackDetails:

My daughter and I live at the corner of koster and ardmore and we hear from a neighbor that our stop is being eliminated. Do you know when this might happen and where can we pick up the bus to go to the VA or MATC?

ResponseText:

Robert-

If Route 13 is discontinued on Koster and Ardmore, the closest bus stops would be for Route 5 on Bram at Beld (under the viaduct towards Park Street). This would look to be about four-tenths of a mile/two thousand feet.

The Transit and Parking Commission should make it's decision on this route and other porposed route changes on May13th.

FeedbackNbr 20965 **PropFeedbkType** Con **Keyword** 13

FeedbackDetails:

Her son rides the 13 to Olin Ave.This change will make it very difficult for him to get home from his job at Creatability. He lives close to the west transfer point. He is a special needs child and the driver's have been very helpful for him. He is through work at 11:00am and needs to get back home. (Tokay/Segoe). This will really cause him some problems. She would just like to forward this comment regarding service changes in the Fall.

FeedbackNbr 20774 **PropFeedbkType** Con **Keyword** 14

FeedbackDetails:

Please don't remove the yellowstone to colony section of route 14. I miss the old route 65. You need to support people who commute to and from work and not focus on students and the non-working citizens. We pay the bills, serve us.

ResponseText:

Andrew:

We are no longer proposing this change. Route 14 will remain the same.

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FeedbackNbr 20786 **PropFeedbkType** Con **Keyword** 14

FeedbackDetails:

Dear Metro,

I am a regular rider of the Route 14 bus during peak hours that serves the Parkwood Hills neighborhood. The bus stop on Inner Drive is close to my home and makes my use of the bus very convenient. If the route is changed to eliminate this peak service, there would then be no bus stop within a ten minute walk of my home, as I would be about equidistant from both a route 15 stop on Old Sauk and the 14 stop at Grand Canyon.

I know that there are several regular riders of the bus that routinely get on or off on the spur that you are proposing to eliminate. I hope that in your efforts to improve service and efficiency in the system that you do not eliminate service to my neighborhood.

Thanks for your consideration.

ResponseText:

Bret:

We have revised our proposal for Route 14 and are not going to propose any changes. Your service on Inner Drive will remain the same.

FeedbackNbr 20808 **PropFeedbkType** Con **Keyword** 14

FeedbackDetails:

I am very upset to hear of any changes to Route 14. My fiance and I just bought our house on Offshore Drive within the last month, solely for the purpose of being on Route 14. The schedule as is fits perfectly for people travelling downtown to get to work on the square by 8am. Please, don't change this route! We searched for our first home for seven months before we found one that we could afford and that was in a good location for bus service. I cannot afford to pay for parking downtown; the 14 bus is my only means of feasibly getting to work. There are so many of us that rely on that bus at the times it currently operates at ~ I can't imagine what all of us would do otherwise. Please, strongly consider leaving the 14 route as it is.

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FeedbackNbr 20863

PropFeedbkType Con

Keyword 14

FeedbackDetails:

I'm really disappointed with the proposed changes to the 14 and 15 bus routes. I use both buses, and what is proposed will cut my commuting options in half, remove the bus stop I use most often, and leave me with no bus stop at all that is practical in wintry conditions.

I've lived in this neighborhood long enough to have seen several changes in the bus routes, and each time it changes, the coverage is greatly reduced. The trend I'm observing is that Metro is concentrating on getting riders to campus and back and disregarding all other transportation needs.

Non-student riders need to be able to work and shop and navigate around the east and west sides of town as well, and isolating the bus routes reduces the transfer potential. We really need more bus coverage out here, including a better neighborhood circulator. I want to be able to travel via Old Sauk (to visit the library, the dentist, friends, shopping) and Mineral Point (the mall, high point center, west gate, prairie town) and via Odana (Walmart, Woodmans, other shopping) as well as potential employment centers the way I used to before the 6 left my neighborhood.

Back when the 6 route traveled both Odana and Mineral point... well, yeah, the schedule as it was written was really confusing to the uninitiated, but once you figured it out you could get anywhere in the neighborhood in 10 to 20 minutes. With the current bus schedule, we have no effective neighborhood circulation. I know I used to take the bus to all of the neighborhood shopping areas, and now it requires so many transfers, usually taking me far out the wrong direction and requiring a stopover at the smoke-filled west transfer point, that it's just not worth the trouble. I've been doing more shopping online when I'd rather be able to spend my money locally.

With gas prices going up, you'll find that more people will want to try the bus for their transportation. In fact, I was looking at the 14 and 15 bus routes (and the proposed changes) last week with a neighbor who recently got rid of his car to switch to the bus, and he was appalled to learn how service may be further reduced in this neighborhood. I wouldn't be surprised if he's trying to get his car back.

Demographics show that Madison has an aging population. The baby boomers are hitting retirement and many are learning that they haven't the financial resources to retire. Wouldn't it be nice if the bus was a feasible means of transportation to a variety of jobs? Not just downtown or on campus? There was an older lady who used to pass out samples part-time at the grocery store, and she told me she would be forced to quit that job as a result of the last bus service reduction. I haven't seen her since.

If Metro proceeds with this plan, I believe I'll have to move. To where, I don't know... I don't really want to live in a student-dominated neighborhood, but that seems to be the only places that are guaranteed to keep their bus service over time. I chose my current home because of the proximity to various bus routes in all directions, with 3 weekday buses and a weekend one stopping right on Randolph with more in walking distance. Over the last several years, the buses have been disappearing from this street and this neighborhood, one by one. Now Metro wants to remove the last bus that travels on Randolph Dr? I had to go to Tree Lane to catch the 15 during last year's detour, and that's a longer walk than you might think due to the sprawling layout of the Greenbriar apartment complex - you can't just walk straight through. I've already got a 45-minute commute downtown, and now I'm supposed to add a 10-minute walk each way? It was irritating but possible last August when the weather permitted, but in the winter, I get home after dark and the streets are poorly lit. Any snow that's melted in the afternoon makes that walk very slick, and with ice and snow it can be hard for me to walk just the short distance from Randolph, much less all the way from Tree lane or High point, due to some past injuries that affected my coordination. The snow removal around High Point and Mineral Point is something that no one takes responsibility for, the sidewalk doesn't even reach the intersection, and the ice-melt problem is even worse that way.

When I went to work on Friday, five people (and one runner who didn't make it) caught the bus with me at my stop on the south end of Randolph Drive. The bus was packed before it even left Old Sauk. We need more buses serving this neighborhood!

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The only good thing in your plan is to have the 14 turn right from Mineral Point to Gammon and left on Tree. No one has been getting on or off on that weird loop on Westward Way at Mineral Point by the cemetery.

I think it's good that Metro has worked out a deal with the UW for student bus fares and that Metro is trying to meet their need. However, I know I've been paying full price for my bus fares. Do the students pay as much into the system? If not, why is service for full-price commuters continually being reduced to increase service for the UW students? Madison Metro could and should be far more than simply a UW shuttle service.

Please find a way to increase the bus coverage where needed without any further service reductions to this neighborhood. Metro needs to look into ways to revitalize the bus service to the west side.

ResponseText:

Kelly:

As a result of the public hearing, we are planning to postpone changes to Routes 14 and 15 on the west side.

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FeedbackNbr 20920

PropFeedbkType Con

Keyword 14

FeedbackDetails:

As a property taxpayer in the Grandview Commons subdivision, I am very concerned about the extension of Madison Metro bus route #14 into our neighborhood.

In September of 2007, the McClellan Park Neighborhood Association held its annual meeting on Transportation issues. The meeting was attended by a Madison Metro staff member who told us that a bus route will not be available for a number of years because they could not afford to extend service to the area. Additionally, the staff indicated that there was not going to be enough ridership in the area to warrant a new route. What has changed since this meeting six months ago? I never received a neighborhood survey on the need of bus service, as both the Madison Metro staff and Alder Cnare indicated would be coming soon.

I believe extension of this route is another unfortunate case of Madison Metro overextending itself. Based on the August 14th State Journal story, you are setting out all of your wants before even identifying how much it will cost. If you are going to continue asking for more taxpayer dollars from the state and city, it might be beneficial to accurately identify costs and needs in this area before moving forward.

Thank you for your consideration.

ResponseText:

Mike-

Thank you for your feedback. Metro is in receipt of a communication from John Tuohy as the President of the McClellan Park Neighborhood Association stating the neighborhood association was in support of the proposed route expansion.

Mike:

Our proposed service to your neighborhood is the result of changes we need to make on the east side to address on time performance issues with Route 6. This opened the door to proposing other route realignments on the east side to better redistribute service based on ridership needs, which includes Routes 14 and 15 and expansion to your neighborhood. The expansion will occur this year only if it is cost neutral i.e. resources are shifted from elsewhere to accomplish the expansion. We are still exploring whether this will be possible. In other words, expansion to your neighborhood was an opportunity that presented itself in the course of developing plans for broader east side changes that was not foreseen in 2007. We have been in contact with Alder Cnare who is supportive of the expansion.

Sharon,

Thank you for the prompt reply.

Again, Madison Metro staff said six months ago that the next step was to survey the area. To my knowledge, this survey was not done. How do you propose a route without asking the neighborhood if they need it or want it, as Madison Metro staff said they would?

In other words, you are proposing a route without knowing if there is an overall public need and have no idea if it will be pay for itself. In my opinion, both of these things should be identified well in advance of a public hearing. This is one of many reasons why many taxpayers and bus riders are skeptical of how Madison Metro is running its operation.

This extension is clearly rushed without proper input and I hope Madison Metro staff will recommend removal of this part from the proposal.

Again, thank you for the response and your efforts at Madison Metro. Please take my comments under consideration as you finalize a plan for the Council and Mayor.

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Mike:

Surveys help when we have multiple unserved areas that are competing for limited funds. Reston Heights has reached a level of density that warrants transit service and happened to fit with the realignment of other services on the east side. Metro expands service when density warrants and service/budget allow because we are a city service. Are you speaking on behalf of your neighborhood association?

FeedbackNbr 21011 **PropFeedbkType** Pro **Keyword** 14

FeedbackDetails:

I just wanted to express my enthusiasm for the proposed changes to route 14, enabling service to the Grandview Commons neighborhood.

Thanks,

FeedbackNbr 20739 **PropFeedbkType** Con **Keyword** 15

FeedbackDetails:

As a long time every day rider of the 15 bus, I write to express my dismay at plans to eliminate service through the Deming Way loop. There are several employers in that area whose employees rely on the bus. My long ride would only get longer and more complicated if the Deming Loop service is eliminated. I strongly oppose this change and would urge you to continue service during peak commuting hours. BTW your drivers are kind and helpful.

Regards,

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FeedbackNbr 20742 **PropFeedbkType** Con **Keyword** 15

FeedbackDetails:

Re: Madison Metro Bus Company Route #15

Do not let Madison Metro make any changes to route 15, that services the Deming Loop.

Do you have any perception as to the hardship this would cost regular, loyal, dependent patrons? Not to mention the detrimental effect it would have on the many businesses that are in the Deming Loop?

Many of your riders on this route are single parents and other poor women who count on these buses pay \$47 a month and have jobs whereas they can make a "living" for their children and themselves. Madison does not offer this.

These people pay taxes, rent and shop in the city. Would you help them when they are on the street because of ignorance pure and simple??

Condo owners don't use buses everyday. Nor do people need buses from east towne to west towne as often as they run (empty!!) Nor do the fragile (non riding, free pass students and UW employees need buses EVERY 5 MINUTES from 6am to 5am the next day. Too many run empty.

Take care of the working class for a change. They're your bread and butter. Take a look at the Overture Center poor management, large salaries and not enough revenue. They are in the same boat. Too many chiefs not enough Indians. WAKE UP!!

I know people that ride that bus route. Hard workers at Sitel, Pooh Bear Daycare, TDS Metrocom, John Deer, hotels, this will cost Wisconsin tax base and job loss if the companies move because of your schedule shifting and employee loss. No Cars + No bus=No jobs.

My daughter uses this route and depends on it as is.

FeedbackNbr 20751 **PropFeedbkType** Con **Keyword** 15

FeedbackDetails:

I like route 15 on the west side the way it is.

FeedbackNbr 20768 **PropFeedbkType** Mixed **Keyword** 15

FeedbackDetails:

I live in Richmond Hills and ride the 14 or 15 every weekday to campus (University and Charter). I was wondering if it would be possible for the 15 to go out to Richmond Hills longer than the last one that is scheduled. I do appreciate that the new schedule goes to Richmond Hills later than the current schedule, but I was hoping it would possible to add at least one more later trip to Richmond Hills. Thank you for your time.

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FeedbackNbr 20769 **PropFeedbkType** Con **Keyword** 15

FeedbackDetails:

Please don't change routes 18 and 15 during peak business hours. I need both of those routes at various times to get to work. Without them staying the same, I have 2 choices. The first choice is lose or my job or the second choice is to buy a car. Thanks for your consideration.

FeedbackNbr 20783 **PropFeedbkType** Con **Keyword** 15

FeedbackDetails:

In response to your proposed changes to the 15 route. I use this route everyday to get to and from work. I work in the business park off of Deming Way and have chosen to live in area of town that is accesible to the 15 bus route. This bus route is used by many people that work in this business park and it would be doing a great diservice to all of us if you make this proposed change. More business are being added to this business park all the time which will increase ridership. I don't understand the logic of changing a bus route that is highly used and services a business park on the west side of town when you have clearly made an effort to keep the routes on the eastside by american family and have gone as far as to meet with all the business in that park to adress their needs. I feel that based on this it is only fair that you do the same for the westside business park. With gas prices increasing and business being added to this area it is only going to increase the number of riders. To tinker with this route when no changes need to be made is not only bad business it sends the message that you will go out of your way for one business park and completely ignore the riders on another, especially when this route is highly used. I have spoken to other riders and all of us express the same concerns that you should leave well enough alone and let us continue to be able to use this bus route. If you marketed this route better it would only increase ridership with how many business are along the way to the business park and in the business park itself. Please reconsider this decision and it will effect the livelyhood of many people that use this bus to get to and from work and will put all of us in a bind because you beleive that change for the sake of change is the right thing to do. We need this route to continue in the busines park. No changes should be made. Please leave this bus route as is some the many of us that use it can continue and not have to find other ways to get to work including no longer use your Thank you.

ResponseText:

Brandon:

We are no longer proposing to change Route 15, it will continue to operate as it does currently.

FeedbackNbr 20810 **PropFeedbkType** Con **Keyword** 15

FeedbackDetails:

Hello,

I live at 4817 Sheboygan Ave., Madison, WI 53705, and need to get to work at 1600 Aspen Commons, Middleton, WI 53562

Currently, I take the #15 to go there, and the #74 or #15 to go home. I get to work at 7:45 a.m. and finish at 4:45 p.m

I also need buses to keep going to High Point and Old Sauk, Dean West, where my doctor is.

Please continue to have buses that go to those areas.

Thank you.

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FeedbackNbr 20869 **PropFeedbkType** Con **Keyword** 15

FeedbackDetails:

Hello, while I didn't make it to the hearing I have heard that the route 15 is changing in Middleton. I wish you would consider keeping that route to serve the Deming Way loop. I ride the bus from the East Side (2nd st at E Wash) all the way to Deming Way. I use the bus because it's incredibly convenient for me to get from home to work and back. I enjoy not having to navigate rush our traffic and I appreciate the money savings as a result. I see a lot of people on the bus who also ride from the E Side to the end of Deming Way. Requiring a transfer to get to this business and shopping district would make me seriously consider my choice to use the transit. In addition when I discuss using Metro for my commute with my co-workers, the first question I get is "How easy is it for you to get all the way across town?" I can confidently and energetically tell them that it's very easy to use the bus. With the proposed changes, I'm sure it'd be able to brag about my experience so confidently. In fact, with an already 45-50 minute commute using public transit, I'm not sure I can justify adding more time in order to adjust for a transfer or traveling way out of my way. I hope you'll consider keep a route that runs from the East Side down Deming Way.

FeedbackNbr 20912 **PropFeedbkType** Con **Keyword** 15

FeedbackDetails:

Please save the route 15 service on North High Point Road. There is a large apartment community that this serves, as well as great ridership from the housing that this serves.

I have talked with many who will be affected, and they say they will be forced to drive to work if these changes to place, and some have said they will have to move because they cannot afford to drive everyday, and they are committed to the green benefits from taking the bus.

Please save this service for Route 15 on north High Point Road.

ResponseText:

Rod:

We have revised our proposal and will not be making any changes in Route 15. Service will continue to operate on High Point.

FeedbackNbr 20981 **PropFeedbkType** Mixed **Keyword** 15

FeedbackDetails:

I would like to recommend that route 15 keep on doing the Deming Way, John Q Hammons loop as part of its all-day schedules. There are many riders who will be inconvenienced if this loop is stopped.

ResponseText:

Bruce:

We have revised our proposal and will not be making any changes to Route 15; your current service will remain the same.

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FeedbackNbr 20842 **PropFeedbkType** Con **Keyword** 18

FeedbackDetails:

Route 18 is scheduled for a 40 minute interval during peak times. That is not acceptable as people need the next bus and will have their travel time extended. As an alternative, all peak time buses should be on the 40 minute time table as none of the routes can do the 30 minute loops. It already is very difficult for riders to get to work who live on the Route 18 especially, if they need to go through the South Transfer Point.

There is a serious safety issue with waiting at the STP or WTP for the next bus. Riders and drivers have repeatedly pointed out the serious safety problems at the STP and WTP.

Did you take into consideration that DOT is installing stop/go lights at the Seminole Hwy intersections? According to DOT, this should speed up traffic. Actually, using the frontage road is faster than the Beltline (normally is a parking lot at rush hour).

Why not have an additional bus that only travels directly between STP and WTP during peak times? That way it will make the connections at the transfer points.

On weekdays, Route 18 to the South does not begin until 6:30 AM from the WTP to the STP. This eliminates anyone who works at 7:00 AM or earlier from using the bus. It forces low-income riders into expensive cabs. People choose the location of their apartments based on job location and bus schedule. Actually, riders are unable to accept better paying jobs due to the lack of bus connections.

Again, riders will loose jobs because they cannot make the necessary bus connections.

FeedbackNbr 20799 **PropFeedbkType** Pro **Keyword** 20

FeedbackDetails:

I'm very happy that new route 20 will service airport on weekends. I would welcome extended service hours in the morning and evening because most takeoffs/landings at MSN happen during that time.

FeedbackNbr 20735 **PropFeedbkType** Con **Keyword** 22

FeedbackDetails:

...North Mendota Neighborhood, City of Madison, current bus riding, resident-- Brian Barr. Message sent from cell phone.

...It seems to me that the north side is getting hit especially hard with these "improvements". I hope to make the hearing Tuesday. ... Is slated to be cut back to the point where it may not make sense for me to continue riding. I doubt that I an the only one.. I am a very disappointed regular Mad Metro rider. Why? Because it appears that your already fragmented service-routes 20 21 22

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FeedbackNbr 20738 *PropFeedbkType* Con *Keyword* 22

FeedbackDetails:

I work 2nd shift at Central Wisconsin Center, and its hard enough to commute as it is... Cutting back or consolidating the route 22 will only make it more difficult for workers like me, esp. on weekends. Also, when I get off work at 10:30pm, during the week, the route 16 has just left the south transfer point, by the time I get there on a 4 bus. On weekends, its almost impossibble to get home and back. Please add more service, not less. Thanks, Nellieyah

FeedbackNbr 20743 *PropFeedbkType* Con *Keyword* 22

FeedbackDetails:

I am extremely concerned about the possibility of cutting back the route 22 at night. I currently have lived on Madison's northside for 3 and a half years, and I feel that it is imperative that bus service not be cut back. I do have access to a car most of the time, yet, I do not personally own a car. Sometimes I ride a bus, and sometimes I drive, and I know at night I have had to wait for extended periods at the north transfer point as it is. A lot of people in my neighborhood and on the northside do not have a car, and I feel that it would be unfairly discriminating against them by making it less easy for them to go out at night.

We need to address certain key issues in Madison.

Yes, it is expensive to run buses. Yet, we need to look at the overall safety issues and accessibility of our general population on the northside.

Madison has tried to be an eco friendly city, and I feel like it has done well, yet, it needs to do better. I live about a block from the Troy Gardens, and I know that a lot of people have moved into wonderful new homes there. I'm sure some have cars, and some do not have cars. Would it be fair to them to cut back on transportation at night? And there are numerous apartment complexes all along the route 22 as well. Perhaps some of them have moved to certain addresses because of the availability of bus service.

It is important to look beyond the figures of cutting expenses. I urge all involved to look at the impact on people's lives if the bus service were cut back. Longer waits at the bus shelter could make it more dangerous(due to people getting frustrated, acting out, and maybe even becoming violent), and in the winter time it could be dangerous because of the weather.

Please, please, please do not cut back service on route 22. It is important that Madison not become a city of the "haves" and "have nots."

Thank you.

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FeedbackNbr 20772 **PropFeedbkType** Con **Keyword** 22

FeedbackDetails:

Improve service by cutting most of the routes back? WHO RUNS THIS MICKEY MOUSE OPERATION? With federal and state funding, as well as the fare of the riders (when the drivers aren't giving their oft-given free rides), you'd think we couyld make it work.

As for scaling back routes, please. No more. If you want to IMPROVE service, you will add MORE routes, not take away already sparse options. With the cost of fuel, food, and living in general going up, cutting the Northside routes seems not just stupid, but cruel. Please don't take our busses away any more.

ResponseText:

Jack:

Federal operating funds are almost nonexistent and state funding is declining in relation to costs, especially fuel costs. Fares cover about 20% of operating expenses. We are losing ground budgetarily, which is why we are not able to add new service or new routes. Based on the public hearing, we will not be cutting service on the north and will depend on additional funds from the city for any improvements.

FeedbackNbr 20779 **PropFeedbkType** Mixed **Keyword** 22

FeedbackDetails:

I understand that the buses need to run efficiently and cost effectively.

If the 22 bus must be reduced to hourly service after 6:00pm (like the rumors I've heard), I can only hope that the 22 bus will be staggered on the half-hour with the 21 bus. That way, a person could at least walk to Northport Dr. and catch at least ONE of the two buses every half hour. If service goes below a half-hour frequency to the north side of town, I'll be hurting in the winter, and won't be able to ride Madison Metro as much. Cabs are expensive, but time is money, and I'd have to take a cab much more often. At least in summer I can ride my bike.

Thanks for considering my thoughts on this,

FeedbackNbr 20796 **PropFeedbkType** Con **Keyword** 22

FeedbackDetails:

She would love to see no service cuts with the route 2,4, 21 and 22. Monday - Friday she needs to get home after 6:30pm. A service cut would be tough to get home in the evenings. She has been a bus rider for most of her life. She would like someone to contact her.

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FeedbackNbr 20801

PropFeedbkType Con

Keyword 22

FeedbackDetails:

First, I have been very happy with using Metro Transit. I mainly use it for transportation to and from work, (sometime with a bike)and I run errands after work also.

I, like many others am very concerned with the proposed change in the #22 Route. One hour is an awfully long time to wait between buses. Think of this in the winter, cold and not safe. Think of families that have child care and now loose the flexibility they had in their schedule with the 30 minute wait. Think of people who's property value depends on available transportation, (I am afraid of a slippery slope here). This brings us to general quality of life. Once you take severely limit transportation like you will with twice the wait time after 6:30 p.m., you then diminish the quality of the area.

You can't rob Peter to pay Paul. You really need to find a better way to fund this problem. You need to go to the Mayor, Council, and somehow get the funds. You are a service agency.

As was mentioned in the paper, the Lakeview Library is open until 8:00 p.m. Pierce's Market is open until 10:00 p.m. I'm afraid you will hurt the business of a neighborhood store that people worked very hard to have after Kohl's left.

And the library is just beautiful. It would be a shame if people weren't able to use it more.

Please reconsider your change. Please even consider a 40 minute wait.

I know you get a lot of comments, but an awful lot is riding of such a significant change.

I don't know much about the #13, but if it would hamper people getting to the Goodman Pool, that can't be good, can it?

Please take a fresh look at these changes. Ridership has nothing compared to the quality of a neighborhood. As I said earlier, and I think it bears repeating, Metro is a service agency.

Thank you for your time.

Public Hearing Feedback

Received from 04/15/2008 - 05/05/2008



FeedbackNbr 20807 **PropFeedbkType** Con **Keyword** 22

FeedbackDetails:

Madison Metro,

I am very upset about the proposed changes to bus routes on the North Side of Madison being reduced to running only once an hour and about the times buses would be arriving at the North Transfer Point. I cannot drive and Madison Metro is my only means of being independent and for getting to work if I can't get a ride with someone with a car. There are many people on the North Side whose only means of transportation is the bus. I am especially concerned about 3 pockets of areas with a high number of elderly and lower income people:

the Truax Apartments area, the Sherman Avenue area, and the Northport Drive area.

For people on the north side it was a big issue to get a grocery store at Sherman Plaza/ North Town Center. That was covered in the media over and over until Pierce's Grocery store moved in. That was an issue because many elderly and low income families don't have cars because they can't afford them.

I don't think it's right to expect people to have to stand outside in all types of weather at a transfer point or elsewhere waiting over an hour for a bus if they miss the bus. I personally have fibromyalgia and tendonitis. When I have to stand outside for long periods of time in the cold rain or extreme cold, I hurt. Sometimes it gets so bad I can't walk well. Elderly people, and people with small kids should not have to stand outside for a long time either waiting to make a connection or because buses are only running once an hour.

I know people don't like having to be charged more to ride the bus. But, I think that would be a better option than having to cut major bus routes down to service once per hour in the evenings.

My life doesn't stop after 5:00. I have volunteer work that I do in the community, an elderly relative to help care for, and activities like shopping that contribute to the well-being of Madison's economy.

I strongly urge you to keep bus service as it presently is on all routes serving the North Side, including keeping a bus going to the Dane County Airport.

Sincerely,

FeedbackNbr 20978 **PropFeedbkType** Con **Keyword** 22

FeedbackDetails:

I'm very concerned about the loss of bus services to the north-side, especially as it impacts the working poor and middle/high school students. We need consistent connection to Copp's after work hours and cannot afford to have students lingering around the transfer point for longer periods after-school or in the evenings, because of clipped connections. The North Transfer Point is already the site of too much youth violence and unlike other transfer points offers no access to local retailers-- it's just a dark alley and a bar.

ResponseText:

Jacki:

We have revised our proposal and will not be reducing service on Route 22, and will continue to operate Route 17 after 6 p.m

Public Hearing Feedback

Received from 04/15/2008 - 05/05/2008



FeedbackNbr 20797 *PropFeedbkType* Con *Keyword* 24

FeedbackDetails:

I ride the Route 24 bus to the River Food Pantry once a week. I live downtown and Metro's the only way for me to get around town.

I'd like to see the 20 or 21 route maybe go down Darwin Road so that I could get a closer spot to the River Pantry on Fridays.

The person that runs the pantry is thinking of expanding the pantry hours from two nights a week (Tuesday and Friday) to five nights a week.

FeedbackNbr 20748 *PropFeedbkType* Mixed *Keyword* 27

FeedbackDetails:

I heard there is metro route meeting tonight. My problem is that the 2 choices that I used to have to get to the square, they are now 2 minutes apart. Could they please go back to at least a 15 minutes apart. Now, If I miss one, I will miss the other. thanks. Patrick.

Date:

Time:

TimeOfDay: AM

Route: 27 and 5

Location:

Direction:

Public Hearing Feedback

Received from 04/15/2008 - 05/05/2008



FeedbackNbr 20778 **PropFeedbkType** Mixed **Keyword** 28

FeedbackDetails:

Overall, many of the proposed changes for August seem quite reasonable, however there are two proposed changes I find to be of concern:

1) The potential on-time performance gains of moving Route 28 off of Sheboygan Ave. don't seem to counteract the negative impact of lessening service along the Sheboygan Ave. corridor in rush periods.

As someone who commutes from the near west side to the West Transfer Point, I've generally found route 28 to be far more reliable than route 2 for making connections on-time for other buses at the WTP. As I plan on moving to the Sheboygan Ave. area in August, I would be a bit wary of having to rely solely on the 2, particularly in winter, to get to the West Transfer Point (I don't own a car and commute to Verona with the 55--making the connection on time is an absolute must.) I think it's better to keep the 28 on a more densely-populated route as an alternative option to the 2 rather than saving time by diverting to the Whitney Way route. Notably, I often catch the 12 for my current commute, which runs along the proposed alignment... within the last year, I recall seeing someone get on the bus in the Old Middleton/Whitney portion only once, and only one regular rider gets off the bus in that area... so at least from what I've seen, it doesn't exactly seem like a route alignment in need of more service.

2) I find the earlier end of service to the Allied Dr. area to be a bit worrisome. That area is already relatively isolated in terms of transportation options and has already weathered several bus service reductions in recent years. Reducing the service hours to that area seems to be quite the opposite of what that neighborhood probably needs, so I'm curious to hear what the justification is for the proposed change to that route.

Regrettably I was unable to attend tonight's hearing, but I appreciate that Metro is very proactive in informing the public about proposed changes and gathering input... thank you, and keep up the good work.

FeedbackNbr 20864 **PropFeedbkType** Mixed **Keyword** 28

FeedbackDetails:

I have some input to the bus schedule changes that have been recently proposed. My comment is in regards to route 28 in the afternoon. It would be very helpful to have a 28 that starts earlier on uw campus than 3:00. The morning schedule for the 28 gets us up to campus well before 6:00, which is what time my work starts. I then get done at 2:30 which gives me a half hour to wait for the 28. Often I leave early so I can catch the 2 down on Johnson. In the last few weeks I have noticed that there has been an extra 2 running at that time. I think it would be more functional to run an early 28 which would also take pressure off the 2 since most the people that are on that bus don't get off at the square anyway. I have talked to other people who are in the same boat as I am and would like to see this as well.

I hope this all makes sense, and thanks for taking the time to consider this. If you have any questions in regards to my comments feel free to contact me.

Public Hearing Feedback

Received from 04/15/2008 - 05/05/2008



FeedbackNbr 20885 **PropFeedbkType** Mixed **Keyword** 28

FeedbackDetails:

Every single morning on this route, the driver will pull over and get off the bus for a break. This morning the bus was running particularly late, but he still stopped. Some mornings the bus is running on time and could even make the 8:15 transfers at the west transfer point, and he still stops. There are several people who regularly ride that route who get off before the transfer point, or who like me walk to work from the transfer point, but the fact that this driver is making us late for work does not seem to occur to him. Perhaps Metro wouldn't have so many problems getting buses to run on time if they could convince their drivers that this is in fact part of their job.

FeedbackNbr 20740 **PropFeedbkType** Con **Keyword** 38

FeedbackDetails:

While I don't oppose the elimination of every other route 38/37, I would like to see the routes staggered with the 3 such that service to the east side (in the area between the end of route 10 and the rest of routes 3 & 38/37) is provided every 15 minutes. Your current proposed schedule has the 38 staggered against the 3 by 10 or 20 minutes (basing it on the 2 timing points of main/carroll and Jenifer/Ingersoll).

Also, with the elimination of the first 2 38 routes in the morning, there is now no way for folks in my area to get to campus for shifts that start at 6:00 a.m.

Thanks for your consideration.

FeedbackNbr 20744 **PropFeedbkType** Con **Keyword** 38

FeedbackDetails:

I take the 38 from my apartment to the square for commuting purposes M-F. If you cut route 38 and "refocus" by eliminating this route, you will be cutting service from a large number of multi-unit dwellings, like Monona Lakeview Apartments, which house a diverse population including the elderly, downtown commuters, students, etc. The closes stop is at Walter and Monona. This stop does not have a shelter and is directly across from the lake, which makes this stop extremely open to the elements. It is also quite a distance from my and other apartment complexes in my area. I urge you to reconsider cutting this route. My bus is always full to capacity, and usually standing room only, by the time we reach the square. The 38 only runs this alternative route, past my apt, every 1/2 hour and only at peak commute times. I do not understand how Madison Metro plans to meet the needs of its current customers by cutting service to route 38. Please please please reconsider cutting service to route 38! In this time of rising gas prices and economic downturn, it seems irresponsible to cut mass transit options. I believe that these "administrative" changes will force otherwise dedicated mass commuters, like myself, to start relying on their cars for commuting options.

Public Hearing Feedback

Received from 04/15/2008 - 05/05/2008



FeedbackNbr 20755 **PropFeedbkType** Mixed **Keyword** 38

FeedbackDetails:

I am commenting regarding the cuts to Route 38. This past winter, it was rare when I rode a 38 or 3 bus that wasn't packed with little or no standing room. We actually skipped a number of bus stops due to lack of room on countless runs. While some riders are going to the UW campus, a large number go to the capitol area as well. Reducing route 38 while adding route 10 (which can't be used by capitol area workers or those who catch the bus in areas that route 10 won't cover) won't relieve this congestion. In fact, I predict that it will continue to be just as crowded. Since Metro does not track when passengers leave the bus (as far as I can tell), I wonder what evidence Metro has that making these changes will alleviate the overcrowding on routes 38 and 3? I would like to see that evidence.

Secondly, while Metro says the route changes are not cuts, I have heard that many routes are in fact facing cuts including the routes I ride. I only live 3.5 miles from the capitol, and I think it is ridiculous that during rush hour, I will only have 4 chances per hour to catch a bus and that these chances will come in 2 windows of about 10 minutes each. If I miss a window, I will need to wait 20 minutes for the next bus. I have been a bus rider for over 10 years. Typically changes Metro has made had a detrimental effect in the ease of me getting to and from my job. It looks like once again, this will be the case.

ResponseText:

Heather Daniels:

Thank you for taking the time to explain your position.

I'd like to make the point that we are always being pushed and pulled by riders who want improvements to their service. Route 10 was high on the list of residents in the Marquette neighborhood--something we've heard ever since budget problems caused the route's demise. While service to the square is still needed, the UW Campus has become our largest trip generator and so we try to balance the desire for faster service, our budget and (from the east side), service to the square. Our proposed service design tried to respond to those items but was, essentially, shot down at the public hearing. That IS what public hearings are for and frankly, I welcome the feedback.

I am currently working on revisions to our proposal that take into account its short-comings to better satisfy the desires multiple constituencies. We will be reviewing those suggestions (in house) later this week, but the preliminary revisions will extend 15 minute service on Route 38 as far south as Buckeye and Davies, and include service on Cottage Grove Road west of Dempsey and Atwood Avenue north of Cottage Grove and Oakridge Ave. I'd like to have that particular link use John Nolen Drive between Blair and Broom in order to respond to those riders who would like to see the faster link to the campus and hospital. Most of the riders in those areas would have fairly easy access to Capitol Square service via routes 3 or 38. If you have time and are interested in commenting, I'd be interested in hearing your thoughts. Please see the attached .PDF file.

As for over-crowded buses, that is an issue I deal with all over town. At last count, we were running 56 extra bus trips to supplement overloads--some on Route 38, many on 14, 15, 28 and even core routes like 2, 4 and 6. It's actually cheaper to run those extra buses than it is to set up a higher level of service that's running whether we need it or not. If the bus you're riding is passing up passengers, that's something drivers should be communicating to me so we can schedule help.

Thank you again,
Colin

Colin Conn
Metro Transit Schedule Planner
1101 East Washington Avenue
Madison, WI 53703
608.267.8764

Public Hearing Feedback

Received from 04/15/2008 - 05/05/2008



Your Feedback:

I am commenting regarding the cuts to Route 38. This past winter, it was rare when I rode a 38 or 3 bus that wasn't packed with little or no standing room. We actually skipped a number of bus stops due to lack of room on countless runs. While some riders are going to the UW campus, a large number go to the capitol area as well. Reducing route 38 while adding route 10 (which can't be used by capitol area workers or those who catch the bus in areas that route 10 won't cover) won't relieve this congestion. In fact, I predict that it will continue to be just as crowded. Since Metro does not track when passengers leave the bus (as far as I can tell), I wonder what evidence Metro has that making these changes will alleviate the overcrowding on routes 38 and 3? I would like to see that evidence.

Secondly, while Metro says the route changes are not cuts, I have heard that many routes are in fact facing cuts including the routes I ride. I only live 3.5 miles from the capitol, and I think it is ridiculous that during rush hour, I will only have 4 chances per hour to catch a bus and that these chances will come in 2 windows of about 10 minutes each. If I miss a window, I will need to wait 20 minutes for the next bus. I have been a bus rider for over 10 years. Typically changes Metro has made had a detrimental effect in the ease of me getting to and from my job. It looks like once again, this will be the case.

<i>FeedbackNbr</i>	20764	<i>PropFeedbkType</i>	Con	<i>Keyword</i>	38
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FeedbackDetails:

I have been a daily Metro rider since moving to Madison in 1995. My vision does not allow me to drive so Metro has been--and will continue to be--a main form of transportation for me.

The fares have gone up significantly since then and recently ridership has increased likely due to rising gasoline prices. Isn't that the whole point of a transit system--to increase it's ridership? Cutting back services now seems counterproductive. At a fragile economic time, ease and cost of transportation is a major concern for individuals and their families.

Because I am unable to drive choosing a home for my family was restricted to a location on or near a bus route. Riding the bus from my home has worked out well in the 12 years I've lived there. At this location bus routes are extremely limited and I fear each budget cut you propose will strip me of my ability to be self-sufficient.

The proposed every half hour schedule for Route 38 would severely impact both the commute to and from work. As it is now it takes 50 minutes or more from one point to another. When traveling by car takes only 10-15 minutes you can see the impact this schedule has on one's commuting time. To decrease this route further would be an extreme hardship to me.

Please think of the people in these outlying areas of the city whose route options are already very limited before cutting services. You are placing an extreme hardship on those that depend on Metro as their main source of transportation.

Please do not make it even harder for commuters to use and enjoy Metro's services. There are many who depend on it.

Public Hearing Feedback

Received from 04/15/2008 - 05/05/2008



FeedbackNbr 20765 **PropFeedbkType** Con **Keyword** 38

FeedbackDetails:

I was disappointed to see some of the proposed changes to bus schedules. I currently drive from Cottage Grove to catch either the 3 or 38 from Atwood @ Walter to Wilson @ King. A lot of people do this and park in the Olbrich parking lot or on the street. It's very convenient to have both the 3 and 38 at Atwood @ Walter because there is not as much wait time between buses. It would be even nicer if there was an express bus at the edge of Madison that went downtown without so many stops. Perhaps I'm misunderstanding the proposed changes, but it sounds like the 3 will now go on Winnebago to Atwood (instead of Walter) and the 38 will take Dennett to Atwood (instead of Walter). If these changes are made, I may consider discontinuing bus service.

FeedbackNbr 20766 **PropFeedbkType** Con **Keyword** 38

FeedbackDetails:

I was unable to attend the meeting last night discussing the changes to many of the bus routes in Madison, but I would still like to give my input. According to the handout on the busses, Madison Metro is planning major changes to bus route 38. This is my bus route every day to and from work so I feel as though I should speak up about the changes that have been proposed.

I am not happy about the changes Madison Metro is proposing for this route. I currently get on the bus in the morning at the corner of Olbrich Ave and Atwood. There are at least 4 other people who get on the bus at this stop every day. Between Cottage Grove Rd and Walter St. there are at least 10 people who board the bus every day. Madison Metro is proposing to cut this part of the route by having the 38 bus travel via Dempsey to Dennett Street. This will cut the entire route from Cottage Grove Rd to Walter St along Atwood Ave. I don't know what this will accomplish other than causing all of us who use that route to walk several blocks to get to a stop. There is not another bus that travels this route that we can take and it will make our morning commute much longer and infinitely less convenient. If this change goes into effect, I may have to begin driving to work rather than using the bus. I am fortunate to have the luxury of choosing my method of travel to work, but I know that others who ride the bus do not.

It has been stated that the proposed changes are meant to accommodate the increased numbers of people using the bus system. I believe that changing this major commuter route would be counterintuitive to this process. Please reconsider the changes to this route and keep in mind that many of us depend on it to get to work every day.

Thank you,

FeedbackNbr 20767 **PropFeedbkType** Con **Keyword** 38

FeedbackDetails:

i am concerned about the proposed reductions to the 3 and 38 routes.

i have a friend who is blind, and i know that the proposed changes to Route 3 will severely impact his ability to get to work on those days when his schedule is not his usual. The 10 will not work for him.

As the 38 is a commuter route, it seems to make no sense to halve the number of times it passes by a location. Combining the two segments of the 38 into one seems fine to me; my issue is solely with the proposed change to its frequency.

Public Hearing Feedback

Received from 04/15/2008 - 05/05/2008



FeedbackNbr 20776 **PropFeedbkType** Con **Keyword** 38

FeedbackDetails:

I ride the 38 every day (M-F) to and from work and would be very negatively impacted by the proposed route changes. My job does not provide me with parking so I would have to park in a ramp downtown every day which costs over \$50.00 per week! I can't afford that, so I depend on the bus. Also, the bus is frequently filled with standing room only, so I know I'm not the only one who would be affected. I have tried taking more than one route and transferring within the Metro system has been nothing but a headache! I also really enjoy riding the bus and do so even in the evenings and on weekends whenever I can. I sincerely hope that you reconsider your proposed route changes to the 38 so that all of us who take the 38 every day are not left without Metro service when and to where we need it. Thank you for your consideration in this matter.

ResponseText:

Autumn:

We have revised our original proposal and will continue to operate 38 on Cottage Grove and Monona/Atwood Ave.

FeedbackNbr 20777 **PropFeedbkType** Con **Keyword** 38

FeedbackDetails:

I live on Oakridge Avenue, on the current 38 route. I bought my house here largely because of this route, because it takes me to my job on the west side of campus near the natatorium. My husband also takes the bus to his job on campus. We depend on the bus to commute to work, especially during the winter. This winter the bus was late often--and often it was very late (25-30 minutes). It was very frustrating, and I notified Metro several times. When I heard that the 38 route was going to be modified to improve service, I was excited. However, I looked at the changes, and we will actually lose service. Route 10 is offered as a supplement to 38 service, but it does little good to those of us living east of Division Street. It's a 15 minute walk from my house down to Division, and in the winter, it could take longer. The changes mean the 38 bus will no longer go down Oakridge Avenue, which means we will have to cross Atwood to catch the bus. Atwood is only two blocks from me, so that's not a big issue, except that Atwood is an extremely busy street in the morning, and it is very difficult and dangerous to cross, even at the Fair Oaks intersection (which is actually a very scary intersection to cross as a pedestrian). In addition to having to cross a very busy street, our 38 service will be cut in half, to only once every 30 minutes. The 10 route is supposed to make up for this, but again, it is a 15 minute walk to catch the 10 from my house. It would be wonderful if somehow the 10 loop could include our neighborhood, especially since many of our neighbors are also frequent bus riders. The 10 route seems to mostly benefit people living west of the Yahara River, yet they have easy access to the 3 and 4 as well as the 38. Please, please, please modify the 10 loop so that our bus access isn't drastically reduced.

FeedbackNbr 20780 **PropFeedbkType** Con **Keyword** 38

FeedbackDetails:

Changing the #38 bus to run once every half-hour is contrary to calling it a peak-time route. The #38 is great running every 15 minutes because it alleviates the crowding on the #3 and one does not have to wait 30 minutes for the next bus, only 15 minutes at most.

FeedbackNbr 20781 **PropFeedbkType** Con **Keyword** 38

FeedbackDetails:

The proposed changes to route 38 are unacceptable. This is the only option for those of us in the Buckeye-Pflaum area to campus. Decreasing this service would cause much hardship

Public Hearing Feedback

Received from 04/15/2008 - 05/05/2008



FeedbackNbr 20784 **PropFeedbkType** Mixed **Keyword** 38

FeedbackDetails:

Hi--thank you for encouraging people to respond to the proposed changes. I take the 72 from Middleton every evening home to Madison's eastside. At the Square I catch the 38 which now arrives at 5:37. I see that the new proposal will get that bus to the Square at 5:34 and if I miss it there won't be another one for a half hour. Optimally my 72 (an express) does get us to the Square by 5:30, but this will sure be cutting it close--and, in bad weather in the winter,--almost assures that I'll be stuck on the Square for another half hour! So I am very concerned about that and would prefer to see the old 5:37 time remain in place. It was also difficult for me to see from the map where the 38 goes after it arrives at the intersection of Cottage Grove and Dempsey. Right now the bus goes down Davies and stops a block from my house--certainly very convenient! If I have to get off at Cottage Grove and Dempsey it will be about a 7 block walk home--fine in good weather, of course; not so fun in the rain or sleet. So can you email me back the route stops from after the Cottage Grove/Dempsey stop for the 38. One last comment: in the winter the 38 is jammed. I was actually hoping that with the changes being proposed you would be adding more 38 buses at peak commuting hours! Thank you. Liz Dannenbaum

ResponseText:

Liz:

We have revised our Route 38 proposal to continue operating on Cottage Grove and Atwood, as it now does. We are also proposing to operate every other trip via John Nolen, which may offer better connections with 72 at Park and University if the Square is too tight. We'll have the revised 37-38 schedule available on the website next week.

FeedbackNbr 20789 **PropFeedbkType** Con **Keyword** 38

FeedbackDetails:

The proposed route changes to the 38 bus, specifically to the area serviced via Cottage Grove and Oakridge, would detrimentally affect my family. As a one car family we rely heavily on Metro transit and its services. Please reconsider these plans as many people will be without transportation. Thank you.

ResponseText:

Sarah:

We have revised our proposal and will continue to operate Route 38 on Oakridge.

FeedbackNbr 20793 **PropFeedbkType** Con **Keyword** 38

FeedbackDetails:

Please do not make any route cuts to 38 via Pflaum and Cottage Grove road. I use that bus to commute to work everyday. Having the route shortened to not include Cottage Grove Rd. would cause me tremendous problems.

ResponseText:

Travis:

We have revised our proposal and will continue to operate Route 38 on Cottage Grove Road.

FeedbackNbr 20805 **PropFeedbkType** Con **Keyword** 38

FeedbackDetails:

Please reevaluate the routes you are considering changing including the 38 and the 57. We need more service not less.

The lower economic group and us retired and the elderly need those buses to run and on weekends.

Public Hearing Feedback

Received from 04/15/2008 - 05/05/2008



FeedbackNbr 20826 **PropFeedbkType** Con **Keyword** 38

FeedbackDetails:

To Whom It May Concern:

I am writing in regards to the proposed changes to the Metro routes and schedules, particularly those affecting route 38. First of all, I would like to start by encouraging you to consider any written comments received about this route, as the April 15th public hearing was scheduled after the 38 route stops running for the evening, making it impossible for many, including myself, to attend.

As an employee of the UW system, I rely on the bus to get to and from campus on a daily basis. Unfortunately, the area in which I live in is largely underserved by the Metro service. I recently purchased a condo in the Glendale Neighborhood on Tompkins Drive and Stoughton/Frontage Road. Part of the reason I chose to live here was its accessibility to a busline. Yet, despite the number of condos, apartments, schools, and businesses located in this area, only one bus—the 38—is available to get directly from this neighborhood to the downtown and campus area. Furthermore, as the schedule stands now, this bus is only available during “peak hours” and does not run on weekends or holidays. I have tried to adjust my schedule to accommodate to these times, but often my work requires me to stay past 6:00pm and many times until 7:00 or 8:00 in the evening, long after the final 5:45pm bus has left campus.

My main concern with the proposed changes is that, while these changes may increase service and productivity to the isthmus, it comes at a huge cost—reduction of service to areas which are already largely underserved. I feel that it is a travesty that Madison Metro is considering reducing the availability of service to areas such as the southeast, where options are extremely limited, if not non-existent.

I do, however, want to point out one important positive proposed change to the 38 schedule. I am delighted to see a slight extension in the service hours, with one bus leaving the campus area after 6:00pm. Although this is a small change, this is the type of change that will help riders tremendously. I encourage you to rethink making any cuts to the 38 service. However, I would rather see some cuts made to the peak hour service if this is at least somewhat compensated by running several busses outside of these hours. I think this is a point that needs important consideration. This would really help those of us who are not able to work “peak hours”, especially those of us who live outside of any other bus route. In addition, this will help thin out the already-overcrowded 38 that will only worsen by decreasing the number of busses run.

When considering these changes, please keep in mind that the 38 is not only a very popular route, serving the near east side, capitol, and campus community, but it is also an essential route for many people living outside of these regions. I am currently a choice rider of Madison Metro and I do everything in my power to work my schedule around this “peak hour” service. Unfortunately, making cuts to this service will only force me to depend on a car, which is unfortunate, as I really do wish to take advantage of this public service.

Thank you for taking the time to consider these suggestions. Feel free to contact me if you have any questions about these suggestions.

Sincerely,

FeedbackNbr 20827 **PropFeedbkType** Con **Keyword** 38

FeedbackDetails:

Please don't cut any 38 service! Please make the 38 an all day bus!

Public Hearing Feedback

Received from 04/15/2008 - 05/05/2008



FeedbackNbr 20831 **PropFeedbkType** Con **Keyword** 38

FeedbackDetails:

Please keep a commuter bus from Atwood via Oakridge/Rutledge to Jenifer...and the reverse. I am a nearest commuter to/from the capitol square via the route 38 bus and have heard from a fellow rider that it is to be discontinued. If this is true I am not happy and I just don't get it! Frankly I didn't pay attention before because I never imagined that what appears to me to be a well used (significant ridership) route would be discontinued. I am not finding route info on the proposed changes online nor can I find detailed info as to why you are proposing to discontinue the 38. I am not looking for overall generic reasons for the changes but why, specific to route 38, you are proposing to discontinue. Please let me know where I can find this info. (I will check for the proposed route changes on the bus in the morning.) Thank you.

FeedbackNbr 20852 **PropFeedbkType** Con **Keyword** 38

FeedbackDetails:

I am opposed to the changes to route 38, specifically the reduced number of trips. My husband and I depend on the 38 bus to get to work everyday. I find the 15 minute schedule very convenient. This winter the 38 passed my PM stop just off the square many times without picking up passengers because the bus was full. I assume the 10 is supposed to relieve congestion on the 38 but I fear that if it doesn't I will have to wait an hour instead of a half hour if this continues to happen.

FeedbackNbr 20870 **PropFeedbkType** Con **Keyword** 38

FeedbackDetails:

I ride the 38 bus and I pick it up on the corner of cottage grove road and monona dr, I ride it all the way to the UW hospital (where I work). If the proposed changes to the 38 bus route are enacted, I will be forced to no longer ride the bus. I currently sometimes wait over 30 min for the bus if one leaves early from my stop and the other arrives late. I really enjoy the madison metro bus and I try to ride it as often as possible (~10 times a week). To recap, the proposed changes will inhibit me from riding the 38 into work daily and I will no longer be a rider of the madison metro.

FeedbackNbr 20914 **PropFeedbkType** Con **Keyword** 38

FeedbackDetails:

I live close to the corner of Cottage Grove Rd and Atwood/Monona dr and ride the bus every day to work, I feel that you should continue the route down Cottage Grove rd (38). That is the business district of my neighborhood and will continue to have more people with the new condos that are being built right now! If this route changes I will not ride the bus as much, especially in the winter when I have to walk 5 blocks to get a bus. I know there are a ton of people that I ride the bus with that feel the same way.

Thanks for your time and posting a place for comments about this subject...

ResponseText:

Orion Kiesch:
We have revised our original proposal for Route 38 and will continue to operate Route 38 on Cottage Grove and Atwood/Monona Drive. Thank you for your inquiry.

Public Hearing Feedback

Received from 04/15/2008 - 05/05/2008



FeedbackNbr 20976 **PropFeedbkType** Con **Keyword** 38

FeedbackDetails:

I ride the 38 bus to and from work 5 days a week. The bus is always packed in the morning and evenings on the Oakridge route. Many people from the neighborhood (myself included) board the bus on Oakridge Ave. Removing Oakridge from route 38 would be an inconvenience to many people.

ResponseText:

AnneLynne:
We have revised our proposal and will continue to operate Route 38 on Oakridge.

FeedbackNbr 21038 **PropFeedbkType** Pro **Keyword** 39

FeedbackDetails:

I just want to respond positively to the proposed change in Route 39. My son is a high school student attending Abundant Life Christian School on Buckeye Rd. and he takes the bus from my office in Madison to school in the morning and back in the afternoon. Currently his only options are the 37 or the 15, both of which require a several block walk. I want to thank you for adding peak hour service to the 39 which looks like it will now stop in front of ALCS before and after school. Now he will be able to take any number of buses to the East Transfer Point, transfer to the 39, and be able to get off right in front of the school. This change is much appreciated.

FeedbackNbr 20843 **PropFeedbkType** Pro **Keyword** 44

FeedbackDetails:

I strongly support the addition of Route 44 service to Sheboygan Ave. I feel that this addition is a great idea. I rode the bus frequently this winter going from the Greenbush neighborhood to the Hill Farms office building. However, I would walk to campus to catch the bus since there wasn't any direct service from my area. My only suggestion would be to continue from Eau Claire Ave and stop at the Hill Farms Office Bldg.

FeedbackNbr 20763 **PropFeedbkType** Mixed **Keyword** 56

FeedbackDetails:

To Whom it May Concern,

I take the 56 bus in the morning and afternoon from Pilgrim/Mckenna to the UW Hospital and Clinics. I am concerned that your cutting of routes will be add time to my commute, which already takes 40 minutes and which is already limited in times of service. With gas prices scheduled to go even higher, more and more people will be looking to the bus system, which is should be a good thing, right? Madison Metro needs to be adding services NOT taking them away.

Thank you,

Public Hearing Feedback

Received from 04/15/2008 - 05/05/2008



FeedbackNbr 20773 **PropFeedbkType** Mixed **Keyword** 56

FeedbackDetails:

The bus route going thru Reetz Rd should be eliminated. It is a narrow, island laden route that hardly has any riders. They could easily catch the bus at either end of Reetz, at Hammersley or Raymond Rd. It would be more profitable if the buses would just take the frontage road that wraps around down by the shopping centers that have Staples, Home Depot, and Cub Foods where riders need a bus. So Hammersley could re-hook up with Raymond Rd, get more riders, thus more profitable and the same with Raymond taking the frontage road around where it eventually turns into Hammersley, again more profitable and only an overall increase in ridership. You'd also have the option of going onto Verona Rd from either direction. Otherwise, a group of us in the Orchard Ridge neighborhood plan to take up the issue with our alderperson to make the change. There are a number of elderly drivers that back out onto Reetz Rd, so it's a matter of time before there is an accident and legal action against the City of Madison.

FeedbackNbr 20886 **PropFeedbkType** Mixed **Keyword** 56

FeedbackDetails:

there is talk of the 57 or 58 changing that is the only bus that goes out to my son's school.. and i really need a way to get there if i had to.. and i am low income so can't afford cabs.

ResponseText:

We are eliminating several outbound trips in the morning and several inbound trips in the afternoon, basically trips in the reverse commute direction. Otherwise the routes are not changing.

FeedbackNbr 20899 **PropFeedbkType** Mixed **Keyword** 56

FeedbackDetails:

Do you still plan on having the 56 and 57 as limited stop buses under the proposed new schedule?

ResponseText:

Denny-

Routes 56 and 57 would be unchanged between the West Transfer Point and downtown/campus areas.

FeedbackNbr 20900 **PropFeedbkType** Mixed **Keyword** 56

FeedbackDetails:

I think you should increase the number of 57 and 56's that run outbound in the evening. There should definitely be a 57 that hits university/charter at 6:00pm. It's easy to get in because lots of buses leave the WTP going downtown, but a lot harder to get out when there is only one bus to catch that runs hourly. So that's why I think it would be great if there were more outbound 57's and 56's, especially in the 6:00pm hour. Also, the 57's in the morning have been having a hard time staying on schedule lately, so it'd be great if that could be fixed. Thanks for listening!

Public Hearing Feedback

Received from 04/15/2008 - 05/05/2008



FeedbackNbr 20836 **PropFeedbkType** Mixed **Keyword** 70

FeedbackDetails:

Hello,

I am a student and a regular user of madison metro routes 70 and 72 to middleton. I do not own a car and the bus is my only means of transport to and from school. I am also a mom, so the bus has been crucial in getting to doctor's appointments both for myself and my little girl. I would really appreciate if metro bus does not cut down on the middleton routes. It can pose a nearly impossible situation for people who do not have cars to get to work or school. I know a bunch of people in my neighborhood who rely on the bus.

Thanks,

ResponseText:

No changes are proposed on these routes.

FeedbackNbr 20737 **PropFeedbkType** Con **Keyword** 80

FeedbackDetails:

The current route of bus 80, going through UW hospital and serving Old University between Highland and Walnut is currently very well used. The buses are always busy from students and staff from the hospital as well as from the neighborhoods who work at the other parts of the university. It would be a disservice to eliminate this path - then people will have to get back to their cars and drive to the university as Observatory Rd. is too far to walk for people from the front entrance of the hospital and the immediate residential neighborhoods.

FeedbackNbr 20754 **PropFeedbkType** Mixed **Keyword** 80

FeedbackDetails:

Concerning the proposed change to route 80: With the new UW building going up at Walnut and Linden, I believe that Walnut needs to have continued service. I leave my car at a metro Park and Ride to come to work on campus, and sometimes have to travel between Russell labs and the CCRU building at Walnut and G. Pinchot. The 80 is the only bus that goes there now. ONce that new building is in use, there will be more traffic in that area.

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Received from 04/15/2008 - 05/05/2008



FeedbackNbr 20785 **PropFeedbkType** Con **Keyword** 80

FeedbackDetails:

To Whom it May Concern:

I am a UW student concerned with the proposed route changes becoming effective this August.

By limiting route 80, I feel that there are fewer safe options for commuting to and from my apartment late at night. I am often on campus until very late and have always relied on the metro system for my transportation home.

Please reconsider keeping route 80 as is. I feel that I would not be the only student and community member benefiting from this.

Thank you,

ResponseText:

Jane-

The service along University Avenue has essentially been a detour that has been operating on Route 80 since the UW Hospital rebuilt the north entrance area and prohibited buses from turning around in that portion of the parking lot.

Now that the UW is reconnecting Observatory Drive between Walnut and Highland (like old Marsh Terrace), the detour south on Walnut to University Avenue and back up Highland can be discontinued.

FeedbackNbr 20822 **PropFeedbkType** Con **Keyword** 80

FeedbackDetails:

I heard that you were changing route 80 (though I cannot find any information on your website... are you purposefully trying to keep this information from the public? Because you're doing one hell of a good job...) The only part of route 80 that I use is to get from the vet school to University at Highland or to the University hospital loop. There are a lot of student apartments around that section of University... why would you be limiting route 80 so it doesn't service there? At University at Walnut, there is always a giant line of students trying to get on the packed bus. If anything, you need more service in that area, not less.

I heard it had to do with easing traffic. But I go to my classes and get out of my classes around morning and afternoon rush hours, and this has never been a visible problem.

ResponseText:

Christina:

Links to comprehensive information about the proposed changes is on the front page of our website. Route 80 is paid for by the University, and therefore service levels are determined by the University. You may wish to convey your comments to the UW Transportation Office.

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FeedbackNbr 20977

PropFeedbkType Mixed

Keyword 80

FeedbackDetails:

I'm very disappointed to see that Route 80 is being removed from Old University Avenue. I lived at University & Walnut for 3 years (and just moved away recently), so I am very familiar with the buses in the area.

While it is true that the 80 was only added to this area a few years ago, I feel that it was one of the best decisions Metro has ever made. Conversely, I feel that removing it from this area would be one of the worst decisions ever made.

There are many student apartment buildings (both large and small) along this corridor, and seeing as UW students comprise a large ridership for Metro, it is of utmost importance to make sure that campus routes meet their needs. Having the 80 serve this significant student area provides two very important things:

1) Very frequent service during the academic schoolday. Students need to get between apartments and campus, especially when it's not right next door. The other routes in this area do not run often enough to get students to class at the right times, and they do not serve areas north of University/Johnson (except during peak hours). Having a direct, frequent bus to campus buildings such as Van Hise was very important to me, and it will always be important to students in this area. You can't just say that the direct buses running during peak hours are sufficient because students all travel at different times of day. This includes schedules that don't include early morning classes and commutes for things like lunch at home. Unfortunately, moving all the student traffic off the 80 means that most of it will end up on the "normal" routes, which slows them down on a segment where they have to stop at every corner (and I'm sure you're aware of the habitual lateness of the 2). Now I can see that the new Route 10 will help out with this by providing 15 minute service during the day, but it does not get people to the north parts of campus mid-day. The 7-8 minute service of the 80 would also be preferred. The 10 will not be an appropriate replacement of the 80.

2) Late-night service. When I was able to take the 80 late at night from campus to my apartment on Old University, I felt much safer and more comfortable (especially in the winter). While 40-45 minute service is in my opinion too infrequent for this area, it was better than nothing. The 82 does not come nearly close enough to this dense student area to do much good. Having the 80 only come as close as Walnut & Observatory is also not close enough. There are easily enough students in this area to merit having late-night bus service (whether it's considered SafeRide or not). In my experience riding the 80 late at night, there were always quite a few people traveling between campus and this area (often significantly more than those going on to Eagle Heights). What would justify not having late-night service available to all these students?

As I said, I will be very disappointed to see the fantastic decision of having the 80 serve the Old University area get reversed. Please continue to offer safe, comfortable, and convenient service in this area both during the day and at night.

Thanks for your consideration.

ResponseText:

Thank you for taking the time to prepare your comprehensive and thoughtful comments regarding the proposed revisions to Route 80.

I should first point out that the University of Wisconsin Transportation Department pays for service on Route 80, and they essentially direct its design with our cooperation, assistance and guidance.

As I'm sure you are aware, Route 80 suffers from overloads and schedule adherence problems throughout the day. We tried a new service design this year that reallocated some service from Eagle Heights to the Linden Drive area in an effort to mitigate these problems, but the changes did little to ameliorate the issues. Essentially, there is too much route--too many route miles--to be served in an efficient manner. These problems became much more of an issue when the UW Hospital and Clinics closed the east loop access to the building in order to build more structure. This forced Route 80 to detour down Walnut St. to University and Highland--that if we were to maintain service to the

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hospital. The point here being that the University Avenue loop is, essentially, a detour from the long established route that stayed north of Observatory Dr.

While the UW has always accepted its obligation to serve "the" campus, they clearly do not have an obligation to serve off-campus housing without additional funding from sources desiring the service, and the costs are significant. Once Observatory Drive is completed (creating the link from Walnut St. to Highland Ave.), the multi-year detour will end, and many riders will be happy about a change that expedites travel time between Linden Drive and the hospital and similarly, between Eagle Heights, Linden Drive and the Memorial Union. Additionally, the resulting shorter route should experience better on-time performance without an increase in operating costs.

As for the problems with Route 2, Route 10 would help it except that sufficient funding is not available for us to implement the route this year as the price of diesel fuel is killing us. Route 9, however, will be rescheduled to help the heavily ridden Route 2, which should help it stay on time.

Thank you again for your comments. If you have any other questions or comments, please feel free to email me at your convenience.

Colin Conn
Metro Transit Schedule Planner
1101 East Washington Avenue
Madison, WI 53703
608.267.8764

Your Feedback:

I'm very disappointed to see that Route 80 is being removed from Old University Avenue. I lived at University & Walnut for 3 years (and just moved away recently), so I am very familiar with the buses in the area.

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There are many student apartment buildings (both large and small) along this corridor, and seeing as UW students comprise a large ridership for Metro, it is of utmost importance to make sure that campus routes meet their needs. Having the 80 serve this significant student area provides two very important things:

1) Very frequent service during the academic schoolday. Students need to get between apartments and campus, especially when it's not right next door. The other routes in this area do not run often enough to get students to class at the right times, and they do not serve areas north of University/Johnson (except during peak hours). Having a direct, frequent bus to campus buildings such as Van Hise was very important to me, and it will always be important to students in this area. You can't just say that the direct buses running during peak hours are sufficient because students all travel at different times of day. This includes schedules that don't include early morning classes and commutes for things like lunch at home. Unfortunately, moving all the student traffic off the 80 means that most of it will end up on the "normal" routes, which slows them down on a segment where they have to stop at every corner (and I'm sure you're aware of the habitual lateness of the 2). Now I can see that the new Route 10 will help out with this by providing 15 minute service during the day, but it does not get people to the north parts of campus mid-day. The 7-8 minute service of the 80 would also be preferred. The 10 will not be an appropriate replacement of the 80.

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As I said, I will be very disappointed to see the fantastic decision of having the 80 serve the Old University area get reversed. Please continue to offer safe, comfortable, and convenient service in this area both during the day and at night.

Thanks for your consideration.

FeedbackNbr	20816	PropFeedbkType	Keyword	Expansion
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FeedbackDetails:

I live in Sun Prairie, but work and go to school in Madison. Although Sun Prairie has a somewhat useful shuttle allowing people to utilize madison metro, it isn't very practice for every day travel. Not to mention, Sun Prairie city counsel is considering discontinuing the service. It really would be helpful if the same service provided for Fitchburg, Middleton and Verona could also be applied in Sun Prairie. I think it would really help people in the Sun Prairie area conserve energy and save money on gas by riding the madison metro to and from work. I know I would ride it.

ResponseText:

Elizabeth:

Awhile back we went through a planning process with Sun Prairie that involved a survey and a plan for service. At the end of the process, your city opted against contracting with Metro for service (Metro is owned by the City of Madison; service beyond Madison boundaries is paid for by that municipality).

FeedbackNbr	20844	PropFeedbkType	Keyword	Expansion
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FeedbackDetails:

I request you to have a bus route for west-side of Elver Park through High Point Road. This would surely help me and my daughter and many others to use the bus to work and school.

Thanks,
Sincerely,

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FeedbackNbr 20750 **PropFeedbkType** Mixed **Keyword** General

FeedbackDetails:

To Whom It May Concern,

It looks like I won't be able to make the forum this evening, so I'm sending in my two cents.

(I've also only glanced at the changes, so please forgive me if the following things are taken care of through the new changes.)

1. More night and weekend coverage
2. More coverage from low-income housing to where low-income work is
3. Greater coverage of the Goodman Pool area, including Olin where the new Interfaith Hospitality Network housing is going in

Thank you!

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FeedbackNbr 20775 **PropFeedbkType** Mixed **Keyword** General

FeedbackDetails:

I ride the buses regularly. Since my home stop is University at Midvale, and my work is in the area of the Capitol Square, I have wide selection of routes from which to choose. That makes me lucky. I would like to see the schedules go back to buses for any given major route running every 20 minutes at morning and afternoon rush hour times. Additionally, I would like to see more bus service offered on weekends and later in the evening, at least on weekends (Friday and Saturday). I have had my students at MATC tell me they were sorry they chose an apartment in Middleton because of the lack of bus service there on weekend evenings. I have a choice of how to travel downtown on Friday or Saturday night, by bus or by car, but the bus is so much easier, and less expensive. Luckily, I'm pretty old, so I don't ever stay out late. Buses should run later for the younger people, as well as for those who work late.

If bus number 6 could run every 20 minutes to MATC Truax from the square (mid-day), instead of every half hour, I could take that bus twice a week instead of driving my car from downtown to the Truax campus.

Please ask the city to coffer up some money for quiet buses (or other mass transit). Have you noticed how loud the buses are? Try walking on State Street from Gorham to Dayton at 5:00 p.m. some weekday. The buses are major contributors to noise pollution!

If the city were to charge a wheel tax on those cars commuting in from outlying communities such as Middleton, that extra income could be used to provide extra buses, and perhaps to find some quiet ones. Why are the buses so loud? Are the bus engineers not smart enough to design a quiet bus?

Thank you for your time. I hope you will consider my suggestions.

ResponseText:

Monica:

I can't help but view your comments in light of my almost 20 years with Metro. During the early years of my time here, we built a system--the transfer points--which we implemented in 1998 that had more frequent service on Route 6 and 30-minute service as a standard during the offpeak and on weekends on all routes. Since then, we've reduced frequencies and even eliminated routes in order to balance budgets that rise with cost increases, especially fuel, and funding levels that for the most part have not been rising primarily from federal and state sources. The City has been very generous with Metro despite state-imposed cost controls but cannot carry the load without help. Which is why cities and transit systems in this state are pursuing legislation that would enable creation of Regional Transit Authorities with new revenue-generating capabilities.

Our new hybrid buses are much quieter and cleaner but cost twice as much as a standard diesel bus. We use federal funds for capital expenditures, but our \$2 million or so allocation each year barely keeps up with our bus replacement cycle and other facility needs. We too are impressed with the quiet hybrids and look forward to being able to purchase more.

Thank you for your comments, which have been entered into the public hearing record.

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FeedbackNbr 20823 **PropFeedbkType** Pro **Keyword** General

FeedbackDetails:

Hello. Thank you for the opportunity to comment on the proposed changes. I recently moved to Madison from Phoenix, AZ. One of the many reasons for moving to Madison was the great public transportation system. I resolved that when I moved here, I would take the bus EVERYDAY to and from work. The bus schedules are easy to understand and the a person can get to almost every place on the bus.

I am a budget analyst for my job and I understand trying to provide good customer service with limited resources that is why I truly understand your dilemma. I would just like to say that I also understand that you will not be able to maintain current levels of service without increasing your revenues. You either have to cut service or raise fares. You will not be able to please everyone. I read the comments in the newspaper and my fellow bus riders are going to be unhappy no matter what you do.

I would like to ask that you carefully consider the routes and the demographics in each area of the city. In the areas of lower incomes, you may need to reduce services as raising fares may present a hardship. In areas where there is more traffic and more buses are required, you may want to raise the fares.

Currently I purchase the 31 day passes every month. I think \$47 is a great deal. I would be willing to pay \$5 extra for the pass this year and then another \$5 extra for the pass next year (gradually raise the fares). I believe the per trips could be raised to \$1.75 and the daily passes could be raised to \$4.00 without causing a tremendous hardship for the riders.

The bus system in Madison is worth paying the extra money!!
Thank you for your time and your consideration.

Please contact me if you have any questions or comments.

FeedbackNbr 20838 **PropFeedbkType** Mixed **Keyword** General

FeedbackDetails:

I'm not a frequent user but basically wanted to convey that the system in Madison needs to be simplified somehow because the current system, which the routes seem to change every time I utilize, is too confusing for infrequent users. I feel if we want increased ridership, the system needs to be simplified, efficient, timely, & frequent. I'd also advocate for an express route that simply runs from 1 far end of the city to the other repetitively & frequently. I'd also advocate for more circulators around individual neighborhoods (i.e. mimic streetcar patterns). Thank you.

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FeedbackNbr 20840 **PropFeedbkType** Mixed **Keyword** General

FeedbackDetails:

Following please find one person's experiences with Madison Metro over the past 18 months. I am unable to attend Madison Metro meetings, or Parking and Transportation Commission meetings, but I'd like these comments to go on the record for both Metro, and PTC.

Please let me know if you'd like a copy in PDF format.

I'd like to be part of the solution, somehow.

Thank you for your consideration.

Lisa Goodman

1902 E. Dayton St.
Madison, WI 53704
608.442.0396
lfgoodman@tds.net

Dear Madison Metro:

For the past two years I have worked in construction as an electrical apprentice. And I have not been car dependent yet.

This is due, in part, to having had good fortune in workplace assignments. The locations have (with a couple of exceptions) been accessible to me by both bicycle and Madison Metro buses. I am also fortunate to have been able to purchase (in 2002, at the corner of N. First and E. Dayton) a small house located close to numerous bus routes.

Thanks to apprentices' status as part-time MATC students, my MATC tuition earns me a student bus pass which I have used quite a bit, particularly during the iciest, coldest winter months. For what it's worth, out of the hundreds of MATC apprentices, I am certain that I am one of a very few who are aware of and take advantage of the free bus pass.

It is worth noting that I have lived in Madison on and off since 1985, for a total of about 16 years. During this time, I seldom used the bus. I have relied virtually 100% on bicycle transportation to get to school and work.

However, the following conditions have made me a relatively frequent user of Madison Metro over the past 18 months:

- 1.) Free bus pass, thanks to my MATC tuition. Especially for an entry level (broke) construction worker, this has made riding the bus a virtual no-brainer. Even now that I am earning more, I will be glad to continue riding whenever I can. I love to read on the bus.
- 2.) Sometimes I have to haul a fairly heavy and bulky bag of tools to and from work.
- 3.) During the depths of winter, the past couple of years, it has sometimes been beastly cold (recall the cold spell of January/February 2007), and at times more snowy and icy than I've been comfortable negotiating by bicycle at o'dark o'clock hours (recall December/Jan 2007-2008).
- 4.) AND, if I wish, I can throw my bicycle on the bus in the morning, and ride home at the end of the day. I've bussed my bike on many occasions. This option rocks!

It's also worth mentioning that especially when I was new to riding the bus, it took a fair bit of initial effort and tenacity

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to determine which route(s) to catch to the various work sites. Each time I was assigned to a new work site, I'd spend some time rummaging around the map and schedule to figure out my options. I did not find the Metro web site route finder to be helpful (it was never working when I attempted to use it), nor did I have any success on the couple of occasions I attempted to use the telephone route finder.

Following is a brief, chronological history of my work locations over the past two years. In all cases, work has started at 6:30 or 7:00 a.m., and sometimes at 6:00 a.m.

>Meriter Hospital - Route 6 was my favorite route to work, depositing me at the corner of Regent and Park St in time for a 6:30 or 7:00 start. Depending on how far I felt like walking and how long I felt like waiting, there were multiple options to return home.

>Monroe Commons/Trader Joe's - Typically I took Route 6 to Regent near Monroe, then walked the last couple of blocks out Monroe to work.

>St. Mary's Hospital - Route 5 took me virtually door to door.

>UW Hospital - Routes 2 and 28 were customary for me for a 6:30, and occasionally 6:00 start time. However, it was not possible to get to work on time via bus on Martin Luther King Day (holiday bus schedule) or on Saturday mornings (when the first bus would not get me to work early enough). Typically, (unless I took the extra time to transfer to another route at the Square) I had to walk home several blocks from the corner of N. Baldwin and E. Johnson. Not a hardship for me, but this distance might be problematic for people with limited walking capabilities.

Schedule-wise, I wonder what people do if they work at UW Hospital or the VA Hospital and do not have cars, and have work schedules the bus does not support.

>Capitol West - (300 block of West Washington.) Love that Route 5 ! Again, virtually door to door. Multiple routes home from Capitol Square after work.

** Oscar Mayer - Ironically, this is probably as close to home as I've ever worked. But it has been the one site I have been unable to reach by bus in the morning. We start work at 6:00 a.m., which means I need to be sitting in the job trailer at Oscar Mayer by about 5:50 a.m. As the crow flies, the trailer is about 200 yards across a fence from the North Transfer Point. The Number 2 bus does not run quite early enough to get me there on time. As a result, I confess to having driven to work (perhaps 1.5 miles distance) for about my first month working there (February 2008), when early morning conditions were pretty cold and icy, and I didn't feel comfortable walking that route alone, nor bicycling on N. Sherman Ave. I did not like starting my car and running it for such a short time, but that is how I got to work. Fortunately, I've resumed bicycling, and resorted to bicycling out N. Sherman Ave (beyond Commercial Ave) on the sidewalk, which has been relatively snow and ice-free since early March. Less than ideal, but it works.

I find this ironic for a number of reasons. As I understand it, neighborhoods like mine (Emerson-East) grew up to house people who worked at places like Oscar Mayer. I wonder how many others who live nearby have this same challenge with getting to work for early start times. There are a LOT of cars in the parking lot at Oscar's at 6 a.m.

As you can see, with the exception of Oscar Mayer and a few occasions at UW Hospital, Metro has worked well for me, overall. I consider myself a fortunate commuter.

Various people have mentioned the importance of having a bus service that serves the work force. As indicated above, in many cases, it has served me well. But I live in a pretty ideal location, and have been fortunate in workplace assignments. Although I begin work earlier than many people, I work relatively normal first shift hours. Others are not so fortunate, and I am not sure how well Metro serves them.

I have read recently that Metro ridership is at near-record levels. Given that fact, I find it difficult to understand why cuts in service are necessary. Why not bring back the once tremendously popular Route 10, and KEEP routes that serve people who need them?

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For what it's worth, here are some further observations about other construction workers' commutes. Perhaps there are ways Metro can play a role for some:

Many working at Meriter and St. Mary's were able to park at the Labor Temple and ride shuttles to the hospitals.

I worked with a fellow who did not drive, and relied completely on the bus to get from the North Side to work, in this case in the vicinity of UW Hospital.

A co-worker told me about someone he worked with who lived somewhere out near Goodland Park and lost his drivers license (this happens to construction workers, on occasion). His solution was to bicycle to work (downtown). Apparently he added a small motor/mo-ped for his colder months commutes. Sounds like a tough way to get to work. Seems like regional bus service could sure help people who live in outlying places.

There are many construction workers working downtown year round, in the heart of Metro territory. Consider recent construction projects at University Square, Grainger Hall and Capitol West, to name a few. And soon the Wisconsin Institutes for Discovery job will bring a lot of workers to the heart of campus. (Where in the world might these workers hope to park in the heart of campus??) These large projects bring many workers to each site. Many live out of town. I've worked with plenty of people who drive to work an hour each way from places like Dodgeville, Monroe, Waterloo, Baraboo and The Dells. Construction workers' universal lament is the lack of parking at job sites. Some who drive address this by meeting up, parking their cars farther out, then sharing a ride the rest of the way to work (and sharing parking ramp costs). Others commute alone, one person per car, and suck up \$8/day to park. Or, they resort to sneaking a spot in a two-hour parking zone. Or whatever other creative measures they can get away with.

In one instance, I used to see a co-worker from Sun Prairie on the bus. He had a short-term (two week) job on campus and drove to the North Transfer Point, then rode the bus the rest of the way to work. I thought this was a wise solution, but given the scarcity of Park-and-Ride sites, I wonder how many people do this. On this same bus through campus (the very first #2 of the day), there were usually 2-3 other construction workers who worked on campus. I believe they lived in town.

I can't help but wonder if there aren't additional ways Metro could facilitate many other construction workers' commutes. (Personally, I couldn't imagine spending \$8 -or more- daily, to park.) Has Metro ever explored the possibility of working with general contractors to tweak schedules/service to support this large pool of potential riders? It doesn't seem like it would take a lot of creativity to pilot something on this front. Or, perhaps it's as simple as increasing communications/marketing efforts to better publicize Metro to contractors. The results might be increased ridership and less congestion downtown, in places that are already straining to accommodate people trying to park and work. Let me know if you'd like some help exploring/brainstorming on this front.

Apologies for the length of this document.

Thanks for the chance to share my experiences and observations.

Lisa Goodman

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Public Hearing Feedback

Received from 04/15/2008 - 05/05/2008



FeedbackNbr 20853 **PropFeedbkType** Mixed **Keyword** General

FeedbackDetails:

Dear Mr. Kamp, Mayor Dave, et al: I have been riding the Metro system since the days before it was the Metro system, when it was privately owned and operated in the early '70s. I have ridden from the eastside to downtown and currently am a regular passenger from the westside to downtown. Overall, riding the bus has been a satisfying experience and saved me thousands of dollars over the years in both gas and parking costs. However, there are a couple of concerns I would like to express:

1. Bus passengers are seen as second-class citizens in Madison and this has been strongly reinforced by our esteemed City Council when they a.) developed the bus hub system and b.) decided to NOT allow newspapers and coffee to be sold at them, in supposed deference to neighbors of those transfer points. Who, pray tell, are those neighbors? There are no neighbors near the bus hubs, that's why they were located where they are. While I agree litter would be increased because too many humans are irresponsible pigs, there are ways to combat that. And I am betting my next bus pass that the hub system did not substantially increase ridership and indeed, may well have had the opposite effect.

2. I work with people with disabilities who in some cases must memorize their schedules as they cannot read. When you manipulate and change their schedules every two years, this is a major trauma for them; I am aware of people who have lost their jobs while downtown decision makers, most of whom have subsidized parking so never ride the bus, play around with the possibilities.

3. I backpacked through Europe for three months in the mid-1970s and used public transportation in every major city in Europe, including Athens, Paris, London, and Munich; I do not speak any foreign languages. For crying out loud, wouldn't you think if I can get around Athens on a city bus using a schedule written in Greek, I could figure out the schedules written in English in my own town? Wrong. Current schedules look like catalogues and cannot just be tucked away for reference; talk about discouraging folks from taking the bus! Printing costs alone must be absurd and their contribution towards increased litter is substantial.

4. Is there some law that says a/c must be on from the first sunny spring day right up to the heating season? I have to carry a sweater just for the bus or I would freeze all summer! What is wrong with people? I boycott restaurants that abuse a/c but can't boycott my transportation to and from work. This is so wasteful and unnecessary and sets such a poor example; and don't even think of trying to open a window to normalize the temperature!

5. No matter which route I have taken over the years, I have been appalled at the multiple times drivers run red lights. Once it happened because the driver was busily reading his newspaper through the intersection of Spooner and Regent. Again, not only dangerous, but setting a very poor example. Drivers were safer when they were required to display their names and riders could tattle on them easier. This is so offensive to me as a taxpayer and as a rider.

Thank you for this opportunity to point out some areas for discussion not only at this time, but also when negotiating union contracts!

ResponseText:

Crystal:

Much of what you discuss is related to funding.

System complexity can be reduced by adding more routes and buses instead of adding variations to existing routes. For the most part we reduce service and find efficiencies because of limited funds. In Europe, considerable more public investment is made in mass transit systems.

The hub system enabled faster travel to the growing peripheral areas of the city. Service to the core is much the same as in the previous system (yes, some commuter routes go through transfer points to allow transfers to peripheral locations). Routes in and of themselves do not increase ridership, service levels and fares are also

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important. Unlimited ride pass programs have been the big ridership inducement, along with high service levels to core areas of the city.

We are loosening schedules so that drivers do not feel compelled to run red lights. If you are on a bus or see a bus running a red light, report the bus number (displayed in the bus) and time of day. We can trace it and discipling accordingly.

Thank you for your comments, which have been entered into the public hearing record.

FeedbackNbr	20890	PropFeedbkType	Con	Keyword	General
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FeedbackDetails:

It has occurred to me that Metro alters it's routes in both time and coverage so frequently that it is hard to depend on the service, as a commute to work, necessary medical and business appointments, etc.. Ridership, I believe would grow, especially in this time of high gas prices, were the service to begin to be more predictable, in it's routes, times, and availability in all areas of the city.

I've had service cut out from under me, in the numerous changes that have taken place so frequently, over the 19 years I have lived in Madison, and that includes the proposed changes for this fall.

I am sure I am not the only customer who has experienced the above inconvenience. It would make sense to keep services in place in the same configuration long enough for people to find that service useful, use it, and develop regular habits of ridership.

Public Hearing Feedback

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FeedbackNbr 20892 **PropFeedbkType** Mixed **Keyword** General

FeedbackDetails:

Hello Chuck,

One last transmission for today. Dunno if I'm too late in getting this in for distribution to the committee or not, but here goes....

Below is a copy of my testimony (more or less) to the Transit & Parking Commission regarding their latest bus service change proposals. I say 'more or less' because I ad libbed here & there and had to lop off significant chunks to stay within the time limits. So there is some new stuff in here.

Anyway, again, I'd like to see this distributed to the entire commission if possible.

-Mike

Comment on Madison Metro Service Change Proposals 4/15/08 by Michael Barrett on behalf of Madison Area Bus Advocates

My #1 suggestion to Madison Metro: Build on what you've got. Don't tear down one line to build another. You've already heard from other testimony presented here tonight, the problems this causes. Bur before I go into that, I'd like to point out some of the things I like about this plan.

I'm glad to see that the number of hours of Metro's run time has been expanded. This is long overdue. Have we stepped back from the precipice? I hope so.

We are happy to see expanded bus service because we know that it is good for reducing traffic congestion, CO2, and many other noxious tailpipe emissions. An expanded Metro saves Madison families money, and it makes Madison a more attractive place to live.

On another positive note, the return of the 10 is being hailed most joyously on the isthmus. You will hear more on this from Laurie Wermter.

Repairing the 6 is also to be commended. But it should be taken as a lesson that such extremely tortuous routes really limits the effectiveness and utility of a bus line for all users. We need to begin thinking like a big city, with super-direct routes that don't vary by schedule. Those windy routes are the sorts of lines you'd find in small town systems. Surely this is something we've outgrown by now.

In the same vein, kudos for keeping the 3 line on one street all the time through the Atwood area. This also helps in predictability, thus making the line more attractive for more riders. Besides, I always found it bizarre that a main bus line would avoid a shopping and entertainment district as significant as Schenk's Corners. Anyway, this is an example of how transit and land use should work together!

The added hours and other improvements are great. But we are still well below the hours of operation of 1998. This despite the fact that Madison is the fastest growing city in the state. Meanwhile road expansions have continued at a roaring pace, leaving many neighborhoods adrift with inadequate bus service.

Furthermore, we as an organization want to emphasize that Madison Metro needs to begin to think in terms of building on success rather than jacking around one line to boost another. This happened when the 10 & 11 were axed. Now it seems to be happening the other way as the #9, originally built from the remains of the 10 & 11, is now being cannibalized for the 10 & 11. Folks, this just isn't right. Build! Don't tear down!

Apparently other lines, especially in peripheral areas, are similarly getting drawn down. We realize that ridership on some lines look abysmal compared to central city lines. But, that is just the nature of the beast when dealing with

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feeder-lines. And basically, everything beyond the transfer points is a feeder line. If you look at the history of railroading in this country, you'll find that the big railroad companies basically amputated themselves to death. In their attempts to save money, and boost profitability, they cut the "unprofitable" lines. What they never figured out was that the "unprofitable" lines fed the bottom line of their big, profitable mainlines. Furthermore, the issue of low ridership in the 'burbs (e.g., the 39 line) is exactly why we are pushing for smaller, more fuel efficient buses for those low usage areas. More importantly, it is also why we are pushing this commission to demand transit-oriented development for all new developments. Because without TOD, transit will fail. Colin Conn's explanation about dense development "filling the buses in three stops" is a great example of how sound land use supports transit.

Another issue: Garage-bound buses need to be utilized as passenger-runs. This is a tremendous waste of resources to have a bus leaving from the far side of town heading all the way in with no one but the bus driver on them. It is especially wasteful when one realizes that this is happening when a bus would be most needed: late at night and during rush hour. When one is stuck on the far outskirts of town at 11 at night, just getting to the bus barn or the square is a major boost when trying to get closer to downtown or places between. Just schedule these runs as truncated. You already do this with, for example, the 15 as it heads out of the bus barn (the mid-afternoon westbound run). Just do the same for those returning to the bus barn.

Finally, as for the long term health of Madison Metro, it is incumbent upon members of this commission to address their alders, their county supervisors, their state legislators and their US Representatives as to the dire straits their car-centric policies have inflicted on our transit system. And yes, this includes the Madison delegations. They have taken part-and even leadership roles-in eviscerating bus funding. They need to be held responsible. You, as leaders on this commission have a moral responsibility to defend this service. You should publicize your contacts so that we can see that our leadership here is performing its responsibility.

And it is incumbent upon members of this commission to research, in depth, the issues that face transit. What makes it work, what doesn't. If you haven't thoroughly read the APTA's website, and the Victoria Transportation Policy Institute's website, I'd suggest that borders on dereliction of duty. You need to do the research, provide the leadership, and advocate for better bus service.

What we have here with these schedule changes is about as many small steps forward as backwards. This is a (continuing) travesty when the fastest growing city in the state has slashed some 25% of its transit operations since '98. There needs to be a political climate starting right here on this commission that makes only one thing politically safe: A better bus system. A better bus system that scales with the growth of the city.

The Madison Area Bus Advocates, as an organization will not be satisfied until road and neighborhood expansions are conditioned upon transit-oriented design and adequate funding for excellent bus service.

[During Q & A after my testimony I added this (and I paraphrase here because I was ad libbing):]

"I want to thank Tim Wong for his strong advocacy for the transit system. I'd also like to express my extreme disappointment that he is getting thrown off because of this advocacy. The members of this commission should let the mayor know that it is wrong to dump such an insightful advocate for a strong bus system."

FeedbackNbr 20795

PropFeedbkType Mixed

Keyword Middleton

FeedbackDetails:

Please do not cut any services to Middleton. Several people in my neighborhood including myself do not own cars and rely completely on the bus system for our transportation to work, school, medical appointments, etc. And I use and LOVE the Saturday service.

ResponseText:

Jana:

We are not proposing any service cuts in Middleton.