

From: [Greg Smith](#)
To: [Transportation Commission](#)
Subject: Suggestion to Madison Metro
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Hello,

I sent the following comments to Madison Metro and wanted to share them with the commission as well.

Thanks for what you do,

Greg

With the recent system redesign taking away the transfer points riders by design transfers where routes happen to intersect. That is great if the bus you are on happens to get there first but if not you have missed your transfer and will have to wait a half hour or more for the next bus. This problem makes the new system less efficient and way more time consuming than the old system.

My example, coming from the downtown area going east I can get home by taking the A or the D because both connect with the G which is the bus I need. The last time I took the D to the G the G was gone before we got there. I almost missed a transfer today from the A to the G at Eagan only making it because the bus caught a red light before it could turn on to Eagan. Twice this week I walked two miles home because of missed transfers. To make this system usable without the transfer points there are some places the buses have to wait for each other so transfers can be made dependable.

I was a long time bus rider in Green Bay. Bus routes there came together in several places and the buses waited for each other. If the driver new they were running late they would make an announcement and ask whether anyone needed a transfer and would radio the other bus which would, within some time limits, wait so the rider did not miss their transfer.

Madison Metro needs to give some thought to how riders can make there transfers. It may be as simple as making sure there are some places, my best example is the connection of the D and G at Dempsey, where the buses should wait for each other so they can transfer riders.

Please respond and let me know what can be done about this problem.

Thanks,

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