

**From:** [Judy Heim](#)  
**To:** [Transportation Commission](#)  
**Subject:** Comments on Agenda Item, Transportation Commission Meeting, Jan. 21, 2026  
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January 16, 2026

To the Transportation Commission:

I am writing to object to Madison Metro's plan to eliminate **Stop 2820 University at University Bay (Westbound)** as a stop for the C and J bus routes.

Metro plans for the buses to stop instead at Stop 2131, which they claim is "just around the corner."

Well, no, it's not "just around the corner."

Stop 2131 is a block away near Marshall Ct. To reach it riders must walk over the railroad tracks and hike up a hill.

That sidewalk is icy and snowy in the winter. The path is not promptly cleared by the city nor the university.

It is an obstacle course for anyone with mobility impairments. It is not an easy path for the elderly or disabled.

I take the C bus regularly, and I realize that Metro has already told drivers not to stop at Stop 2820 any longer.

I have been waiting at that stop when, in spite of my frantic waving at an approaching C bus, the bus driver passed me by, only to stop later at Marshall Ct.

I always thought that the point of the BRT system was to make it easier and faster for bus riders to get to the places they need to go in the city.

The BRT and the bus reorganization has been a disaster for commuters, students and patients trying to get to University Hospital & Clinics. And there are hundreds of us riders every day traveling to University Hospital. I know because I have taken Madison Metro to UWH for years.

In the past one could take any of a number of buses directly to UWH. There were four stops on University Bay Dr. that took one directly to the Waisman Center, the UWH research building, the emergency room, and the main clinics entrance. The buses would be packed with riders getting out at all of those stops every day, all day.

Most of those stops were eliminated by the bus reorganization. The clinics stop was moved to a block away from the clinic entrance on University Bay Dr. To walk between the stop and the hospital one must now cross two busy roads.

In the past it rarely took me longer than 15 minutes to get from my home on the west side to University Hospital. These days it usually takes me 40-45 minutes between the walking and the transfer from a BRT bus to the C bus. The other day it took me nearly an hour and a half to get from the hospital to my home, since I waited 40 minutes for a westbound BRT bus (possibly because half of the BRT buses are waiting for repair in the garage), after having waited 20 minutes for a C bus.

Moving the C and J bus stop transfer away from the BRT station on University Ave. to another stop a block away near Marshall Ct. is only going to add to the time and frustration of commuters and patients trying to navigate public transportation to get to UW Hospital.

I know this because I take that route regularly and I talk to other riders.

As for the “bus bunching” that Madison Metro claims occurs at that stop, I’ve rarely seen more than two buses waiting at the stop. They are loading the many riders that are transferring between the nearby BRT station on University and the C and J routes. This happens only about once every 30 minutes.

I can’t imagine why the Transportation Commission and Madison Metro would want to inconvenience all those riders by giving them a longer, more circuitous route to work and the hospital simply to placate impatient drivers waiting behind a couple loading buses every 30 minutes.

Please reconsider allowing Madison Metro to eliminate **Stop 2820 University at University Bay (Westbound)** as a stop for the C and J bus routes.

This stop is a convenient transfer point for riders going to and from the BRT station just yards away. It would be a shame if it were eliminated. It would also add additional time and inconvenience to riders’ travel to University Hospital. The proposed stop change would also make the transfer difficult, if not perilous for elderly and mobility-impaired travelers.

Thank you for your time and consideration,

Judy Heim

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