

FEEDBACK RECEIVED

PUBLIC HEARING

Wednesday, July 29, 2026; 6:00 PM

Proposed Service Standards and Change Processes

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Overall, the Service Standards and Design Guidelines is welcomed and will serve the Madison area well.

Madison's Transportation Commission is the governing body for Metro Transit but they do not set the policy goals for partner communities and the City of Madison does not fund service in those communities. Because partner communities pay for service through their own annual budgets adopted by their governing bodies but have no representation on the City of Madison's Transportation Commission, some additional language about how service changes in their communities would happen prior to adopting a budget would be helpful. Setting transit policy via budget and then evaluating service changes is out of order for partner communities that may be exploring entirely new service, expanded service, or reductions in service driven by factors outside of the service evaluation process. Partner communities need to understand whether service changes are practical with existing Metro capacity, likely to accomplish policy goals, and what the costs are before proposing a budget, levying property taxes, and pursuing state aid. This document is not meant to supplant the bigger planning process for major changes but some additional language detailing that would help to fill in the gaps for partner communities.

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