

**From:** [Joseph Frost](#)  
**To:** [Transportation Commission](#)  
**Subject:** Metro Redesign and Bus Access for Neighborhoods  
**Date:** Sunday, October 8, 2023 5:06:23 PM

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Greetings,

My name is Joe Frost. I am an individual with a severe neuromuscular disability who uses a power wheelchair to get around. I have lived in Madison since 2008 and have used the bus on a regular basis. Working for Dane County, I frequently take both the bus and Paratransit to work, appointments, and general outings with friends.

I am writing this today to share some input and challenges that have arisen due to the Metro Redesign. As a Disability Rights Commissioner, I have heard input from a number of people that the Metro Redesign has effectively removed access to bus services. In the case of my wife and I, the nearest bus stop has been moved to almost a mile away (Cottage Grove & Meadowlark) from our house (it had previously been 1/3 of a mile, at Merryturn & Retana). I've heard similar accounts from a number of other neighborhoods.

During the planning phase of the Metro Redesign, I shared these notes with Madison Metro, the Transportation Commission, the Disability Rights Commission, the District 3 City Alder, all City Alders, and City Council. A proposal to put a stop .6 miles from our house (Acewood & Retana) was put forward, but was down-voted.

Per these changes, my wife (a non-driver), must walk .9 miles each morning to get to work. This also applies to some of my caregivers. Yet, we fear for the icy winter months, where the weather will make the main-line busses inaccessible for me, and dangerous for my wife and caregivers, as well as some of our neighbors.

Furthermore, alternatives like Paratransit require booking the day prior, and give no accommodation for unforeseeable delays or changes in plans. In fact, folks have been reporting to the Disability Rights Commission that these changes have created an equity gap, preventing those who cannot walk the extended distances to the bus stops, from taking any trips beyond those that can be planned 24 hours in advance. In fact, prior to the Metro Redesign, I've had to drive my wheelchair to the ER or Urgent Care (several miles), for unforeseen health issues, and now that situation is even more precarious (given the limited availability of accessible cabs).

Yet, while I have access to Paratransit, my wife, my care-staff, and our neighbors do not have such access. What we'd like to see and discuss, is in the absence of safe and equitable access to the bus, could alternate transportation options be arranged. Some possibilities include:

1. City organized ride-shares to and from work.
2. Paratransit (curb to curb) availability for non-eligible households and non-eligible household members, during inclement weather (with 24-hour notice).
3. City subsidized safe-ride options during inclement weather.
4. Peak-hours routes through neighborhoods.

Thank You,

Joe Frost  
Disability Rights Commission

Lisa Slattery  
Resident - District 3 & Joe Frost's Life Partner

David Sachs  
Resident - District 3 & Caregiver