



Metro Transit

Transit Equity For
People with Disabilities

Fixed Route Highlights

Bus Pads:

1. Most system is wheelchair accessible.
2. There are 11 stops that still need accessibility improvements.
3. New service to Monona.

Bus Announcements: Now announce every stop.





BRT Highlights

Crosswalks/Platforms:

1. Crosswalks have a lot of room.
2. Audible pedestrian signals.
3. Traffic lights are timed so that there is a comfortable amount of time to cross to the station.
4. Center running stations means people only need to cross half the street to get to the stop.



Real-Time Visual and Audible Signs

BRT stations have signs signaling when the next bus will arrive. Audible information is available by pressing a button on the pillar near the sign.



Platform Waiting Area

Raised warning bumps (detectable warning pads) on either sides of the stations let you know where to wait safely away from the edge of the platform.

Wayfinding Tiles

Vertical wayfinding tiles on the ground also provide direction to where bus doors will open when they arrive at the station.

Mobility Devices

1. Two wheelchair securement areas located in the front of the bus.
2. One area features a new automatic system that will allow you to secure your device yourself.
3. Rear and forward-facing options.
4. Seating in front of the bus offers a smoother, less bumpy ride.



BRT Roll Out Issues

Ramp Gap

Drivers needed to get used to pulling up to platforms. Larger gaps between platform and bus. This is improving, but it's still a work in progress.

Riders Who Don't Use Wheelchairs/Walkers

1. Driver might not know to deploy the metal bridge.
2. To keep buses moving, we don't deploy every time.
3. Now, riders may call to the driver to deploy the bridge. This is not ideal. We are looking at ways to address this.

Feedback Received

1. Increased distance between stops.
2. Too much distance between stops on University Ave.
 1. Mostly between Segoe and Ridge.
3. Drivers not always deploying bridges or passing those using walkers or wheelchairs.
4. Drivers sometimes leaving platforms too quickly when people with mobility impairments need more time to board.

Feedback Received

1. Addressing issues with driver training and increased supervision.
2. Please report concerns
 - I. (608) 266-4466
 - I. mymetrobus.com/feedback
 - II. mymetrobus@cityofmadison.com



Transit Development Plan

Accessibility Items Identified

1. Routes and stops are too far apart.
2. Transfers are more difficult with timed transfers at transfer points.



Transit Development Plan

Comparison of Metro fixed-route service area and paratransit demand.

High paratransit demand in areas beyond the ¼ mile service area around fixed route stops:

1. Area between Greenway Cross/Stewart Street and Post Road east of Fish Hatchery Road.
2. Northeast corner of the American Family Center.

Additional service may be considered in the future.

However, it would likely not reduce paratransit demand much, if at all, based on 2025-2029 Transit Development Plan data.

Paratransit Upgrade

1. Online scheduling.
2. Better scheduling of service.
3. Masabi fare payments.
4. Hope to implement this year.





Station Tours

1. We gave a number of tours just before we launched BRT to get acquainted with this new way of riding.
2. We're going to schedule more in the Spring.

Future Report to TC

1. What would you like to know more about in future reports?

