

Written Feedback for Proposed Changes to Routes 55 & 75

I just noticed the draft schedule, and I am frustrated with the leave time from the square going home. I work until 4:30 each day, and I would not be able to make the night ride home at the proposed 4:13. It seems most folks downtown work until 4:30.

Anyway to adjust the time to be able to accommodate the folks leaving work downtown at 4:30 going home to Verona ?

Suggestion: add a route, instead of replacing one ?

I have reviewed the proposed changes to service on Routes 55 and 75, and I believe they are reductions, rather than improvements, to the service to Epic. If the changes are implemented, they will make bus service inconsistent and no more frequent. These new times will not accommodate work schedules at Epic. I strongly believe a different solution, such as adding buses, is needed to mitigate congestion and timing issues with Routes 55 and 75. Thank you.

To:
Metro Transit and the City of Madison Transit and Parking Commission

Please accept the following as my comment regarding the proposed adjustments to Madison Metro Transit's Routes 55 and 75

I am writing to oppose the proposed changes to Routes 55 and 75. I recently began using public transit to get to and from my employment off the Capital Square. I have been grateful for the opportunity to save money on gas as well as avoiding a considerable amount of stress driving the Beltline.

I was very disappointed to learn of the recent changes proposed to Routes 55 and 75. I utilize Route 75 to get to the square. The first route from Verona gets me to the square in plenty of time for my 8 AM shift and the first PM departure from the square allows for me to finish my 8 hour shift and make it to my bus stop in time for the 4:50 departure. This schedule allows most riders to get to their employment, work a normal 8 1/2 hour day [with lunch], and return.

Under the proposed changes, my bus would depart Verona slightly after 7 AM. This is only a difference of a 2-3 minutes from my current departure. The proposed changes have me arriving at Pickney and Main at 7:31 AM. I then would need to walk to my office, several blocks away. Thus my start time at would be well after 7:30. Under the proposed schedule, the first PM departure from Pickney and Main would be 4:13. The next departure is not until 5:50. In other words, the most logical schedule does not allow a person, working on the square, to work an 8 hour day.

While I understand the impact Epic has on the area and its influence over the Verona service, there are many of us who rely upon the Verona routes for economically and ecologically friendly transportation to and from our employment. However, routes like these also help alleviate parking and traffic issues in the downtown area. These changes will have significant negative consequences for nearly all of us riding to and from Verona. Speaking for myself, it will make it impossible for me to utilize this service for my transportation.

Thank you for your time and consideration.

I would very much like to see changes to the Route 55 schedule, but I am surprised to see that the proposed changes don't meet many of the needs that I see. For the West Transfer Point to Epic A.M. routes, the 6:30 A.M. bus is too early. It's very difficult to get to the West Transfer Point by that time. A 7 A.M. bus would accommodate early commuters and probably cut down on over crowding at 7:30; I think the problem now is not that few people want to get out to Epic that early, but that it's simply too difficult to find a connection that arrives in time for the 6:30 A.M. departure (without having to arrive at 6 and wait half an hour). Similar feedback for the P.M. routes from Epic to the West Transfer Point: it's great to see more routes between 5 and 6, but a

before-5 P.M. route would definitely be helpful. The 5 P.M. route is always getting stuck in rush hour traffic and occasionally missing connects. A bus that left Epic between 3:30 and 4:30 would be great, and give employees who might not otherwise take the bus a lot more flexibility to use public transit. Again, I think that would really cut down on the over-crowding of the 5 P.M. bus as well. Thanks!

I heard about the proposed changes to the schedules of the 55 and the 75. I appreciate the additional 75 bus, as it is often extremely crowded. The one suggestion I have is that the additional morning route be moved later. As it is, The 7:40 is much much more crowded than the 6:10, and I think a New route at 7:10, rather than 6:40, would do more to ease that congestion.

I'd like to comment on the proposed change to the schedule for route 75. First of all, I think it's a great idea to add another time since the buses are usually crowded. I do, however, think that the 5:00 departure time will be by far the most popular. I don't have any evidence to back this up, but given that the morning routes are fairly early (8:19 is the latest arrival at Epic) I think that most people will be ready to leave around 5 or 5:30. Because of this, I think it would be nice if the PM departure times from Staff Park B were something like 5, 5:30, and 6:30. It's a minor change, but I think it's one that would help prevent the 5:00 bus from being overcrowded.

I strongly support the proposed increase in service for the 75 bus route. A number of people have stopped riding the bus regularly because the current buses are so crowded that it can be difficult to fit everyone safely. I like the changes to the 55 and 75 routes. One more 75 route is awesome and the time changes are good - except for the last 75 departing Epic. I sometimes like to stay at work a little later. But overall, kudos and thank you.

I heard that you are reevaluating the 75 bus schedule. It would be great to have a 75 bus run towards Epic that would arrive sometime between 8:45 and 9:30am for days when Epic employees do not have to come in early or have appointments in the morning.

FYI, with the February 13th hearing starting at 6pm on routes 55 and 75, anyone who is taking the bus from Verona will be at least 10 minutes late. If it were pushed back half an hour both riders of the 55 and 75 could make it on time.

Hello—I am a daily commuter on Route 55 and occasional user of route 75 to and from Epic. I am entirely reliant on the bus service as I do not own a car.

I would like to express my opposition to any changes from the current schedule, and in particular, to the proposed schedule times for these routes.

Many Epic employees start their day around 9AM, for which the final morning run of route 55 is perfectly timed. By shifting the departure time from the West Transfer Point from 8:30 to 8 AM, you are needlessly inconveniencing a large number of riders who will now have to start their commute at an earlier time. I know of several riders who are reliant on the current timing so that they can get their kids to school or day care at a reasonable hour prior to commuting—this would be hugely disruptive to their schedule and possibly make them switch to commuting by car.

Also, the new proposed last morning departure is potentially incompatible with the handful of days each year when route 55 runs while the rest of the system is on holiday or Saturday schedules—the earlier departure time could makes it more difficult to make a connection on some routes as there may not be early enough buses to get to the transfer point for some riders.

Shifting the evening's last departure to around 6:30 also would pose problems for some Epic employees—it isn't uncommon for some work duties to cause people to have to stay late, and 7pm is already an "early" cut off

for some people—shifting the time even earlier makes the bus a less attractive option for workers who may need to work longer hours or stay for late meetings.

Frankly I don't understand what the rationale is behind these proposed changes. The Rider Alert says this is to "better accommodate Epic employee work schedules" but these changes are definitely contrary to my typical schedule and the schedules of many other Epic coworkers. I haven't heard much complaint about the current schedule apart from a general wish for expanded service at more times—something this change doesn't address. These schedule changes would certainly cause me to reconsider my reliance on the bus.

Thanks for your consideration,

We just received the news about the new 75 schedule at Epic, and I think the morning schedule change is a great idea. However, I don't like the idea of the last departing bus being at 6:30, I would much rather have it at 7 or 7:30.

I cannot attend the meeting about this because I will be traveling on February 13th, but I am really invested in this issue and would like to hear about other people's feedback and potential resolutions. Thank you!

The new proposed bus times for the 75 to and from Epic sound great! However, it would be appreciated if the 6:30 proposed time would be changed to 7:00pm, as there are always lingering employees who work later to finish up their work.

I'm submitting this feedback form to voice my (personal) concern regarding the proposed changes to route 55's times.

Specifically, while I see some value to adding a bus that leaves the West Transfer point at 8:00AM, I'm concerned that if you remove the 8:30AM bus, I won't be able to ride as often.

So simply consider this comment as a vote in favor of adding an 8:00AM bus along with the 8:30AM bus instead of replacing the latter with the former.

Thank you so much for putting another 75 route to Epic!! I'm very happy with the new morning times.

I love the proposal to increase bus service to Epic on the 75 route, and especially the part that would have one bus leave at 5:00. My only suggestion would be to have the new morning 75 bus leave later than the proposed time of 6:40 AM so that it could take pressure off the 7:40 bus, which is always packed to the gills when I ride it. I think most people are trying to get there around 8-9, so adding an earlier bus wouldn't help very much with that crush of people.

I strongly support the proposed time changes for route 75 between Epic and the square.

Epic just posted news about the proposed changes to #55 and #75.

My thoughts:

- It's great to have a public hearing about the changes before doing them. AND I understand that the hearing is rolled into a regular meeting. But you run the buses! So you *must* know that 6pm is earlier than anyone can get there from Epic! You should set up a meeting *at Epic* to facilitate getting feedback.

- Buried in your alert about MLK schedules was this sentence about the proposed changes: "Adjustments involve revised service to better accommodate Epic employee work schedules."

* It seems to me that offering a 9-5 option would be a no-brainer.

* Beyond that, I've been an advocate for a 12 or 1pm bus running from here for the benefit of the 30% of our company that travels on a weekly basis (in which percentage I do *not* count myself). In addition to airport

travel, a bus in the middle of the day would also allow us and our "work schedules" to deal with things like: going home for sick days; going to a doctor's appointment; having meetings at the Madison building;

- Dislike bunching the 55 in the morning. For those who can't access both buses, having multiple options is irrelevant. For those who do, the times might as well be staggered in order to provide the highest number of options.

- Have you seen numbers that support running all of the buses within an hour and a half? If you have, fine, but if not, that could be worth doing surveys of intended behavior and observations of actual behavior for.

- On what grounds was it decided to run the intermediary PM buses at different times, and how was 5:30 chosen for #55 and 6:00 chosen for #75? I think a 6pm option for #75 is good, but given that I can't get to work after 8:20, I'm unlikely to take this one very often.

- Please ensure that at least from March - November, all vehicles that operate as #55 or #75 have three bike racks. I would be shocked if these bus routes weren't among the top most-used ones, and certainly my the healthiest population, on average. Even in September, there is rarely a spot open on the #75 bike rack by the time it gets to St. Mary's because there's almost never three spots available. 37140

Regarding proposed changes to the schedule of route 55, I would prefer for the 8:30 AM bus to remain at 8:30 AM rather than moving to 8:00 AM. I am in favor of the proposed changes to route 55's evening schedule.

I generally think the evening departure changes for the 55 and 75 make sense and may help with congestion, and I greatly appreciate that routes 55 and 75 are being considered for changes. However, I do not understand how changing the morning 55 in the proposed change being discussed Feb 13. from 8:30 am to 8:00 am would make the bus more accessible by Epic staff. The 7:30 and 8:30 buses are both standing room only, and personally as an Epic staff that takes the bus, they are both quite accessible. The 6:30 am 55 bus seems generally quite early and I imagine much less used than the other two. Also, having the last bus leave by 8:00 am means significantly more difficulty scheduling work that needs to be done on a house (like a plumbing leak repair, inspection, work estimate, etc). Not many services will schedule such work early enough so that I can leave by 7:30 am. This would make it significantly less accessible for me. Also, it seems strange that the proposal as we are being told is to make the busses more accessible. It seems like the larger problem is overcrowding.

Route 75 in the morning from Downtown to Verona, would ideally service the community if it arrived just before 8. Most of the commuters need to be in office at 8am, and the proposed new times are improvements but not optimal.

This is regarding the proposed changes to the schedule for bus 55.

If possible, it would be great to keep the current 8:30 departure from West Transfer point to Epic instead of changing it to 8:00 departure. This would allow people like me with morning appointments at fitness centers to catch the bus.

FYI, the current information in the flyer is incorrect for this part. It seems that you will need a separate bus to be able to run the 8:00 departure instead of 8:30 for which the same bus could be used.

So, the line in Proposed table for 55 WTP-Verona for AM Peak which shows:

55 8:00 8:12 8:22 55
should be:
G 8:00 8:12 8:22 55

I would although best prefer this to stay as:

55 8:30 8:42 8:52 55

Thank you.

I love the proposed addition of a 3rd bus between Epic and downtown. The middle bus in the morning will be perfect to get into work for 8am meetings and it will help with the overcrowding of the bus.

One suggestion: Can we spread out the afternoon buses a little more? 5:00, 5:45, and 6:30 would be better, I think, than 5:00, 6:00, and 6:30.

I am responding to the proposed changes for lines 75 between downtown Madison and Verona. I fully support the newly proposed times for leaving Epic. 5, 6, and 6:30pm are much more convenient for me. However, adding an additional bus leaving Capitol Square at 6:40am is not very helpful for me. I would much prefer to have an addition departure after 7:40am would be much appreciated. Overall, I am very excited that you are considering adding more buses so that they are less crowded and thank you for making it easier for me to commute to and from work

I overall like the proposed changes to routes 55 and 75. My only suggestion would be to have either the 55 or 75 leave the Epic Campus at a time between 4 and 5 instead of having them both leave at 5.

I am commenting on the proposed times for routes 55 and 75.

The proposed times would be an improvement. The additional route 75 is sorely needed!

While I heartily appreciate that Madison Metro is finally trying to aid the congestion on routes 55 and 75, I think that this is the wrong approach.

If the latest bus leaves the Epic campus at 6pm, that puts a difficult time constraint on those of us who sometimes need to work late. What we really need isn't a condensed schedule, but more buses. Epic has hired over a thousand new people per year during the two years I've been here, and the company will continue to grow at a rapid pace. You will continue to have more riders, and the 5pm and 5:30pm buses will soon be just as crowded as the 5pm route is today.

In general, my perspective is this: It has been very frustrating dealing with the already-limited service on routes 55 and 75. I'm sure that the numbers will show that you have more and more people riding these routes, and I'm sure these routes are among your most used. If the service is further limited (by reducing the range of both AM and PM service times), it will cause a lot of problems for people who need flexibility and it won't actually solve the real problem. The real problem is that there just aren't enough buses to/from Epic.

This route begins at Staff Park B at 5:37 in order to give Epic staff time to get to the bus when we leave our offices at 5:30. Today, though I arrived at the stop at 5:37, the bus was no where in sight. I have noticed other Fridays that the driver sometimes leaves 1-2 minutes before the scheduled departure time; this is not acceptable. As a result, I missed my bus tonight.

I'm *NOT* happy about this. Now that you're planning to make the 75 leave even closer to the hour/half hour, if drivers leave early like this I'll almost never make it to the bus on time unless I cut out of work early. 37162

Heard that route 75 might not have the 7:07 Bus anymore. I just wanted to comment that I appreciate having an option late in the evening. 5:00, 6:00, 7:00 leaving from Epic would be an ideal schedule. 37182

I'm concerned about the proposed timing changes to the evening #55. I currently take #55 from Epic to West TP, then the #73 to get home. With a 6:30-6:50 trip on the #55 I would have to wait half an hour for the next 73. Are there plans to modify connecting routes as well? 37190

This is in regard to the new 75 (and I suppose 55) schedule (I might not be able to make the meeting on the 13th - the first 75 gets back too late!). Something of a paired-route system would be nice: the schedule encourage people take the first route from the Capitol in the morning and the first back in the evening. Or the last and the last, middle and middle, etc. As it is, people are squishing into the later morning buses and earlier evening buses because the bare minimum amount of time they spend at work (not including commute) is nine hours.

I'd gladly take the earlier bus and get to work around 7:00 if I at least had the option of leaving around 4:00pm. I think the new schedule doesn't quite get there - maybe the first bus from Epic could leave at 4:00 instead of 5:00. Similarly, I'm sure people would stay late if they had the option of coming in late. This would spread ridership around the three (or more) proposed trips. Thanks! 37292

I just want to point out that the public hearing is scheduled for 6pm on Wednesday 2/13, which is a weekday, and the start time is before the first evening 75 arrives downtown, meaning that any rider who rides the 75 who wants to attend the hearing will be at least 20 minutes late. And I would think that people who ride the 75 are the most likely to want to attend in the first place. Just letting you know :). 37288

I am not in favor of the proposed changes to route 55. The current schedule suits me just fine. Please do not make any changes. 37195

I would love for route 75 to Verona to include a stop at the capital at 6:40 in the morning. I would absolutely make the walk to the square to catch a bus at that time (6:10 is too early and 7:40 gets me to work too late.) 37195

55: Change to leave WTF at 8 rather than 8:30am. I am concerned with this change as this is the only 'late' bus to Epic. Many of us rely upon it to get us to work after early morning doctor/dentist appointments. 37161

On the proposed changes to Route 75: While I understand your desire to make the route more convenient to Epic employees, the proposed changes make it less convenient for those of us who ride the bus the other way. We live in Verona, and work in downtown Madison. I presently get on the bus @ 6:58 AM - arriving on the square @ 7:30 AM. While that part of the schedule doesn't change, the return home for me does. I now get on the bus to return home @ 4:50 PM. The new options will be either 4:13 PM or 5:50 PM. The early time makes it difficult to put in a full day by the time I walk to work from the bus and back to the bus from work. The later time delays my arrival back home by an hour and leaves me waiting downtown for an extra hour.

Please reconsider the changes to help passengers in both directions. I have seen ridership increase on my bus into Madison over the last year, but I think with these changes that trend will be reversed. 37325

Dislike that the latest bus leaving Epic will be at 6:30 PM

Dislike that the latest bus leaving WTP will be at 8 AM

Think that the 5:30 buses will be running into lots of traffic

- I mostly ride the bus in winter only. 37361

I have read the notice of a public hearing for the proposed schedule changes to bus route 75. I am unable to make it to the meeting this week, but I wanted to share my opposition to the bus schedule changes.

The main reason I ride the 75 bus instead of the 55 from Verona is because it is a direct route that bypasses the West Transfer Point. I have used Madison Metro for many years, but I always avoid that transfer point if I can. During the afternoons, not only is the space crowded, but there always seems to be a need for police presence there to deter rowdy high schoolers. It's not a place I'd like to spend time at on my way back home from a long day working 2 jobs downtown.

With the proposed changes, the change for the 1st bus to leave Capitol Square at 4:15 PM is absolutely unworkable with my schedule, or anyone else I know that works in the downtown area. I work 2 jobs, and my schedule is not very flexible to meet the needs of both. I would not want to wait until 5:50 PM for another bus. Which leaves me going to the West Transfer Point instead, and end up waiting for 2 buses: one from downtown to the transfer point, and the 55 from the transfer point to Verona.

If the proposed changes go through, I will seriously consider using another option, namely parking near the Hill Farms Transportation Office and using the Metro buses from there, while driving my car to/from that area. You'd be missing another rider for the Verona routes, and I wouldn't be surprised if other people I know do something similar.

While what is driving the change in schedules is accommodating the schedules of Epic employees, it is my experience that their schedules are far more flexible than mine. I don't see why I have to be inconvenienced, just because I don't work for Epic. 37419

I understand the necessity of making adjustments to the routes. I am grateful that because of Epic, I have been able to take advantage of these routes. Like many others that live on the far west of Madison and work in the downtown area – this has been workable.

The proposed change in the PM Peak (Capitol Square to Verona) is a definite change. For us who work downtown this would mean to adjust our work schedule drastically. Would there be any possibility of adding a 4:55pm or 5:00 pm from Pinckney Street and Main Street to 5:40 pm or 5:45 pm to Epic Campus. Returning to Capitol Square about 6:30 pm.

This would seem to fill a hold in the current proposed schedule that would benefit both sides of the route.

Thank you for allowing me to address this issue. 37427

First, I don't know if you've noticed, but no one who actually uses these buses can arrive at your meeting on time. The first 75 arrives at the square at 6:17, and I often take the 55 and then another eastbound bus and I know that I rarely reach the end of State St before 6:05.

In general, I like the changes to PM routes, but prefer the current AM routes to the changed ones. The PM routes seem very sensible, the problem is that the 5 to 6pm buses are very crowded, and now there are more of them. The changes to the AM routes make no sense to me at all.

Except for rare cases, the only buses I ever use in the AM are the 7:40 75 and the 8:30 55. If I miss the 75, I like that I can take a bus west and get on the 8:30 55. The proposed change to the 75 that I ride is that it is 5

minutes earlier. I don't see any reason for this change, except that the bus now arrives at Epic at 8:15 instead of 8:20, but that doesn't seem like a great boon. I have never had an 8:15 meeting. With the bus being earlier, the chance that I will miss it goes up. And yet, the 8:30 55 is gone. Every time I've been on that bus recently, it has been very crowded. Where are all those people expected to go? It seems especially odd that a bus will still arrive at the West Transfer Point at 8:17 but instead of going out to Verona one more time, it goes out of service. I've never had the "pleasure" of being on one of the 6am buses, but I'd be surprised if it is anywhere near as full as the 8:30. If that 8:17 arriving bus needs to trim a route, please trim it from the beginning. 37440

I'm very concerned by the fact that none of the public documents released about this service change detail *how* the alterations to the schedules improve service. For example, I'd like to know:

- * What is motivating this change?
- * What problem is being solved by changing the bus schedules in the ways proposed?
- * Is it a new issue?
- * If so, what is its cause?
- * If not, why hasn't it been addressed before now, and why is it now being addressed?
- * How, exactly, do these schedule changes address that problem?

I'd also like to be assured that Metro Transit has considered the impact that these schedule changes would have on regular passengers who do *not* work at Epic. 37451

I am THRILLED to see the proposed AM schedule would have the 55 arriving at West Transfer a bit earlier. Granted it's only one minute, but this little bit will help me and others catch the 56 Limited Stops. As the schedule stands, we often miss the 56 by a minute or less!

On the other hand, I'm a little concerned that the PM 55 will be leaving West Transfer 2 minutes earlier. I ride the 2 from UW Hospital and, as it is now, we occasionally miss the 55, then have to wait a full hour for the next bus.

I would like to see the AM 55 leave Epic 3 minutes earlier; and have the PM departure from West Transfer stay the same. 37452
