

**Public Hearing Feedback Collected
As of June 3, 2009**

Yes, I often miss my connections from 7 to other routes at West Transfer Point.

The hardest part is that so many buses only operate once an hour. If the 7 is 5-10 minutes late, we have to wait almost an hour.

Interlining Route 68 and 7 doesn't seem like a good idea. We would still have many connections which only depart once an hour from West Transfer Point.

One of the largest bottle necks for Route 7 (even when we don't have any construction) could be on Monroe Street from Monroe and Randall to Monroe and Stockton. Could 7 go West on Old University to Allen to Commonwealth like 19 and instead of staying on Commonwealth continue on Edgewood to Monroe Street and continue on Monroe to Odana?

What if you doubled the service time of Route 7 by adding additional stops on new streets between East Transfer Point and West Transfer Point? I suppose that would cost a lot of fuel.

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Hello,

Please do keep route 73 on weekends even if it has low ridership. It permits those of us who don't drive a way to get to many places denied to us in the past.

Thank you,

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Route 20 could use lots of additional improvement in addition to another morning run.

Please comment on the ones below:

a) Advertise its availability, especially to UW students.

1. Put special ads in 80,82,85 Routes
2. Place flyers with Route 20 schedule at Memorial Union information desk along with all of the other bus schedules like Van Galder and Badger.

b) Place signs inside airport terminal for "city bus" directing people to it.

c) Improve the bus stop at the Airport

1. Add an additional stop closer to the entrance of the airport for departing passengers.
2. Place a real bus stop sign not a short stubby one on the island.
3. Move the current stop location to the enclosed shelter.

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Hello,

I would like to request re-instating the 3 route on weekends or shifting the 7 route- specifically from the East Transfer Point to downtown. By going down Milwaukee St to Fair Oaks instead of the regular 3 route down Walter St, the 7 bus misses all of the Eastmoorland and Atwood neighborhoods. Also, there is no weekend bus service to Olbrich Gardens or Olbrich Park.

Thanks for your consideration,

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Hi Metro team,

I support and appreciate the proposed improvements to alleviate overcrowding on Route 14. That is my regular commuting route, so I am familiar with the overcrowding issues in the morning. Adding more morning runs is a great idea, and I expect it will help quite a bit.

I really appreciate the Route 14 service. When I describe the benefits of living in Madison to friends and family around the country, I always mention that I just walk a few blocks and take the bus to work. It really adds to quality of life!

Thanks, and great job!

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FYI, I use both routes for my Monday-Friday commute; usually #15 in the morning and #14 in the evening, because of the times they arrive at "my" stops (Middleton Road/Rosa for #15 eastbound at 7:08 am, University Avenue/Mills westbound for #14 around 4:45 pm or # 15 if I miss the #14). As far as I can tell from the Information Packet, both routes will still run about every thirty minutes (give or take) during rush hours; if the times changed a bit, I'd adjust and ride whichever route got me to/from work on time. As long as there's one available and I can figure out which one it is (especially in the morning when I have to choose between Middleton/Rosa or Regent/Rosa stops), I'm content.

When you implement the new schedules, I suggest that you post a list of the new times at each stop about a week before they go into effect -- nothing fancy, a nice cheap printout on normal paper would do, maybe with slight weatherproofing if the forecast is really rainy -- enough time to be seen by those who don't commute every weekday. Showing up a few minutes earlier at "my" stop is no problem; having to investigate to find the new schedule and doing calculations to estimate the new arrival time of "my" bus at "my" stop to determine whether or not I have to show up those few minutes early would be a pain in the patookus. Missing "my" bus because I calculated the new time wrong would really get me steamed (and that's nothing compared to my boss's reaction when I got to work late. 8-P). Yes, adjusting to the change should be trivial if you post the schedule on Trip Planning, but trust me, it isn't. And while it's no big deal to arrive 15 minutes early "just in case" to catch a bus for a one-time trip, 15 minutes is a big deal when you're getting ready for work in the morning.

General comment for future planning: it would be really nice if either the #14 or #15 ran for a few hours on one weekend day. I don't have a car and rely completely on public transportation for commuting and shopping. It would be a great boon to be able to grocery shop on the weekend. However, there's no bus running on the weekend that makes it feasible to use it for lugging

home grocery bags from Sentry or Copps. (I think the closest are about half an hour's walk away -- pretty daunting in February!) There isn't enough demand for a full-day schedule, but a "window of opportunity" on the weekend would be welcome.

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Routes 14 and 15 on the west-side are too crowded during rush hour. Make the service more frequent otherwise people will stop using it. Cut service that is not used. Focus on the efficiency of rush hour transport.

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Subject: please restore #10 bus

I am writing to ask that the #10 bus be reinstated. I always found it quite useful.

Thank you,

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Hello,

I noticed that you are planning to eliminate route 37 service from Sheboygan Avenue in the mornings, replacing it with extra trips on the 2, 14, and 15. Were you planning on doing something similar in the afternoon? I was also wondering if it would be possible to adjust the timings of afternoon service towards Sheboygan Avenue. Currently the buses seem to clump together... the 14 and 56 leave at the same time, and the 15 and 37 leave at basically the same time. During the spring semester, the 14 and 56 would often run behind, resulting in three or four buses showing up simultaneously after a 20 minute gap, and crush loads on the first buses in the line. (I understand that, with all of the interlining and transfer point connections, adjusting timings is easier said than done.)

I wanted to express my appreciation for Webwatch. Its certainly saved me a lot of time standing outside waiting for the bus. Is there any way to have the extra buses appear in Webwatch? (And/or put them in the Ride Guide as trips than only run when UW is in session?)

While looking through the materials you posted, I noticed that the service change map has route 39 passing through Lake Monona. Also, the map of route 10 in the scheduling packet has text indicating that it will serve UW Hospital.

I look forward to your response. Best of luck with the remaining scheduling.

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Would like to make suggestion for service extension. Would like to see bus service extended further east past Sprecher Rd/Cottage Grove Rd.

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Please do not cut service to the 38 and return the level of service that goes downtown. Please route all the extra 38 buses downtown. It appears that UW service is the only thing you really

care about. Also, since you are running extra buses, especially the ones that do go downtown, could you please retime them so that they run 10 minutes after the regularly scheduled bus?

Most of the UW riders and UW hospital riders get free passes. Most of us going downtown have to pay for our tickets. Please return our level of service since you decided to up the cost of the rides.