



Metro Transit

Accessibility Updates

Presenters:

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Since the Service Redesign

- 80 stops still need boarding pads – *expected next year*
- “Tell Us about Your Stop” campaign
 - Bus flyers, email to agencies, Metro website
 - Received about 15 responses:
 - Accessible pedestrian signals, crosswalks, bench requests
 - Ordering more benches, some requests handled through BRT upgrades, Safe Streets Madison
 - Program is ongoing

Other Items

- City of Madison and Metro website are screen reader friendly
- Metro Outreach Team:
 - Will come speak to your group in-person, provide training and information
- Email/text alerts:
 - Training sessions, input requests, etc. (We won't spam.)

Email mymetrobus@cityofmadison.com or visit mymetrobus.com/alerts to sign up for rider emails and/or texts.

Bus Rapid Transit BRT

- All stations will be fully accessible
- New all-electric buses - first expected next year
- Will set up training sessions for rides on new buses, tour BRT stations



Paratransit

For those who are unable to utilize fixed-route service:

- Door-to-door service available
- $\frac{3}{4}$ mile service area from fixed-route
- In-person assessments (we'll pick you up and take you home)
- Not all or nothing – can use both paratransit and fixed-route service



Paratransit Improvements

- Good service, but we need to be better.
- Service is out-of-date. Improvements are coming.

In the Short Term

- Working & meeting with contractors – work better together, minimize delays
- Update website information – use of plain language, easier to understand





Next Couple Years

Goal is to make the service the best we can:

- More customer-focused
 - Improved customer experience
 - More versatile options to manage your rides
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New Technology

- Purchased and getting ready to implement.
- Future technology goals:
 - Online applications
 - Online ride booking
 - Improved ride performance – streamlined scheduling
 - New fare technology
 - New branding





Roll Out

- Install starts this spring (design and review)
- Roll out in 2025
- We'll be looking for people to help us test the system for screen reader accessibility and ease of use



Questions?

Glad to report progress
at future meetings



metro transit

