



Transit Network Redesign

Implementation Update

City of Madison Transportation Commission

October 11, 2023

How's it Going?

- Monthly ridership increased 8% YoY from Sep 22 to Sep 23
- UW session has stretched mainline service, extras added
- OTP issues continue, to be resolved in Dec



Operations

- Routes continue to run off-schedule
 - Routes B, C, 28 most affected, but many routes are also ahead or behind.
- Service recovery strategies can cause issues with real-time apps
- Construction continues to create delays for buses
- We are providing the service we have scheduled
 - We are experiencing an unexpected surge in peak ridership

Overloaded trips

- Radio dispatch logs overloaded trips daily
- Extra trips added after AM dodger runs to Routes A, C, 28
 - Covered by operators working overtime
- We will continue to pair extra trips with overloaded trips where feasible
 - Limited by shortage of operators
 - Hiring efforts trending well. Several drivers in training.

December Plans – West Side to UW Hospital

- Route R to connect to Route C after 7pm weekdays and all-day weekends
 - This change will eliminate the Sunday A-Sheboygan shuttle
- Route 28 will be extended to Sheboygan and Eau Claire
 - Route 28 will follow the same routing to Sheboygan as Route 38
- Staff will continue to adjust schedules to better accommodate UW Hospital shift changes

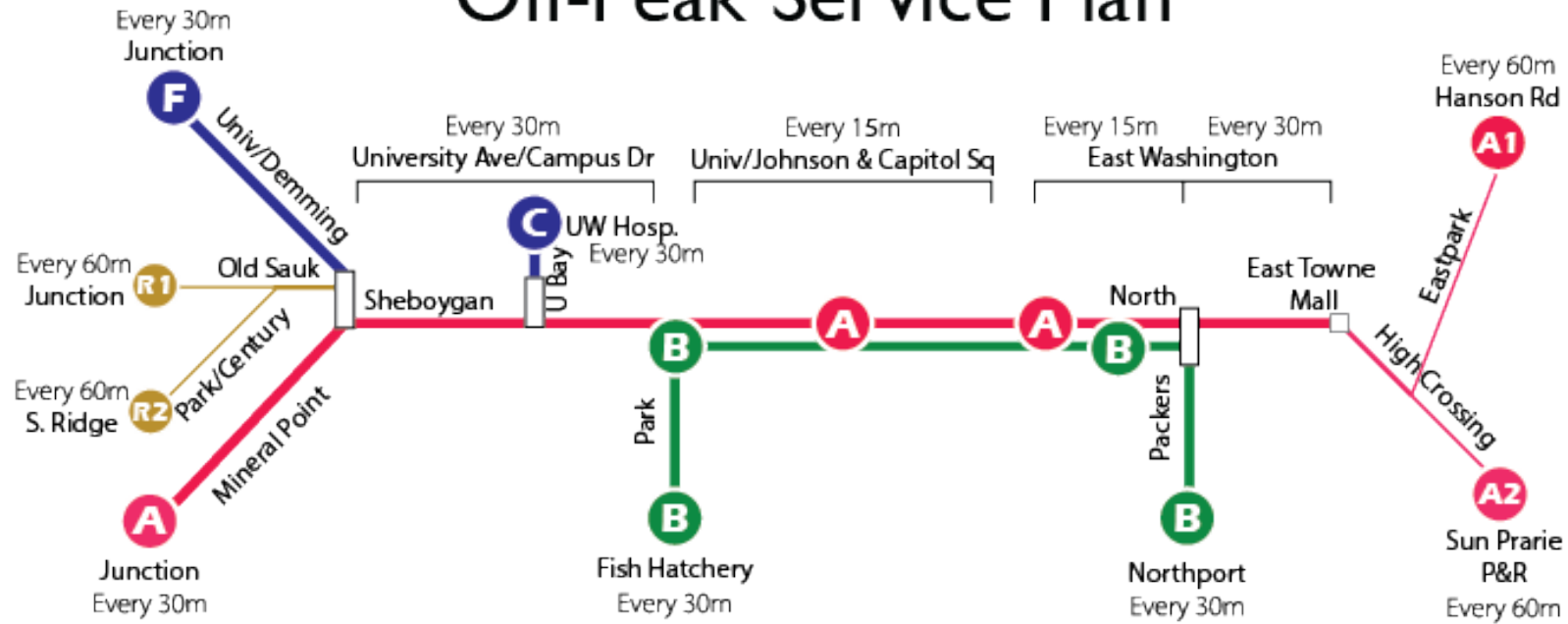
West Side/Middleton to UW Hospital

- Route R map service note added to UW Hospital
- Weekend Only 'R' Signage added to Highland



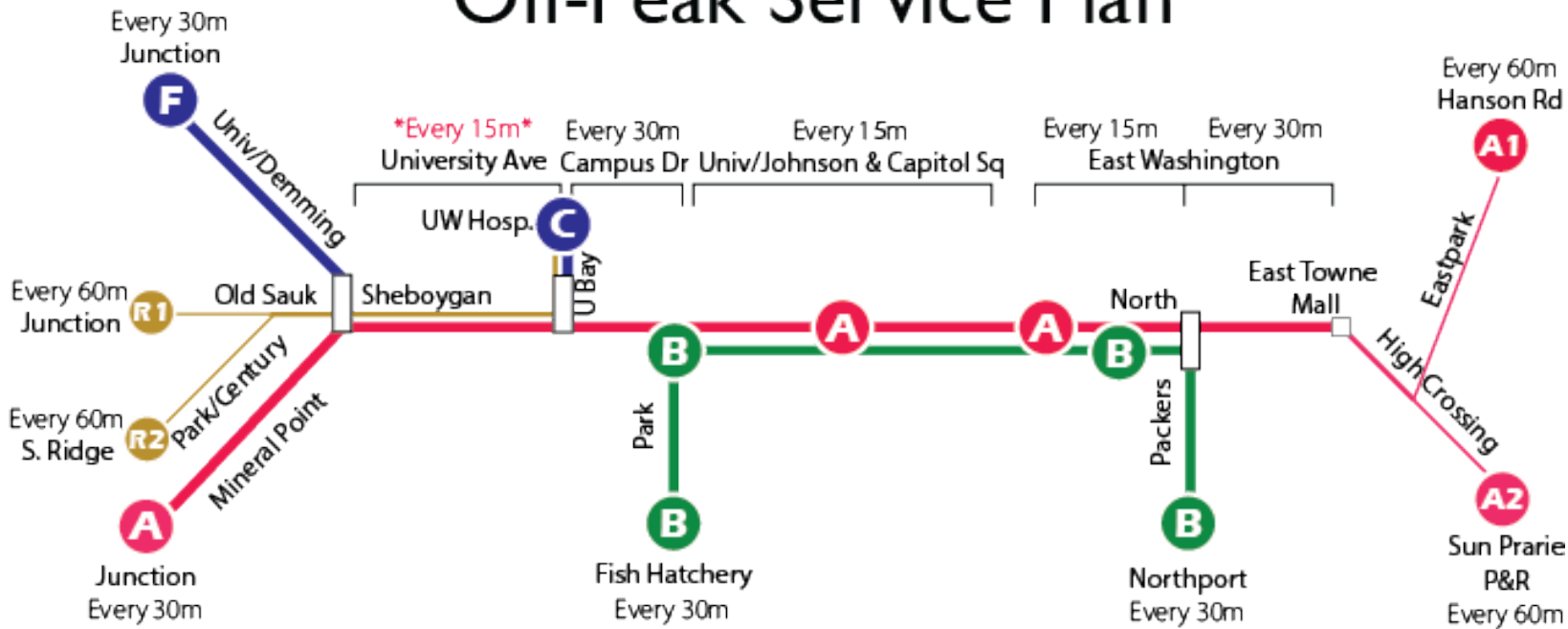
Corridor Profile

Off-Peak Service Plan



Corridor Profile

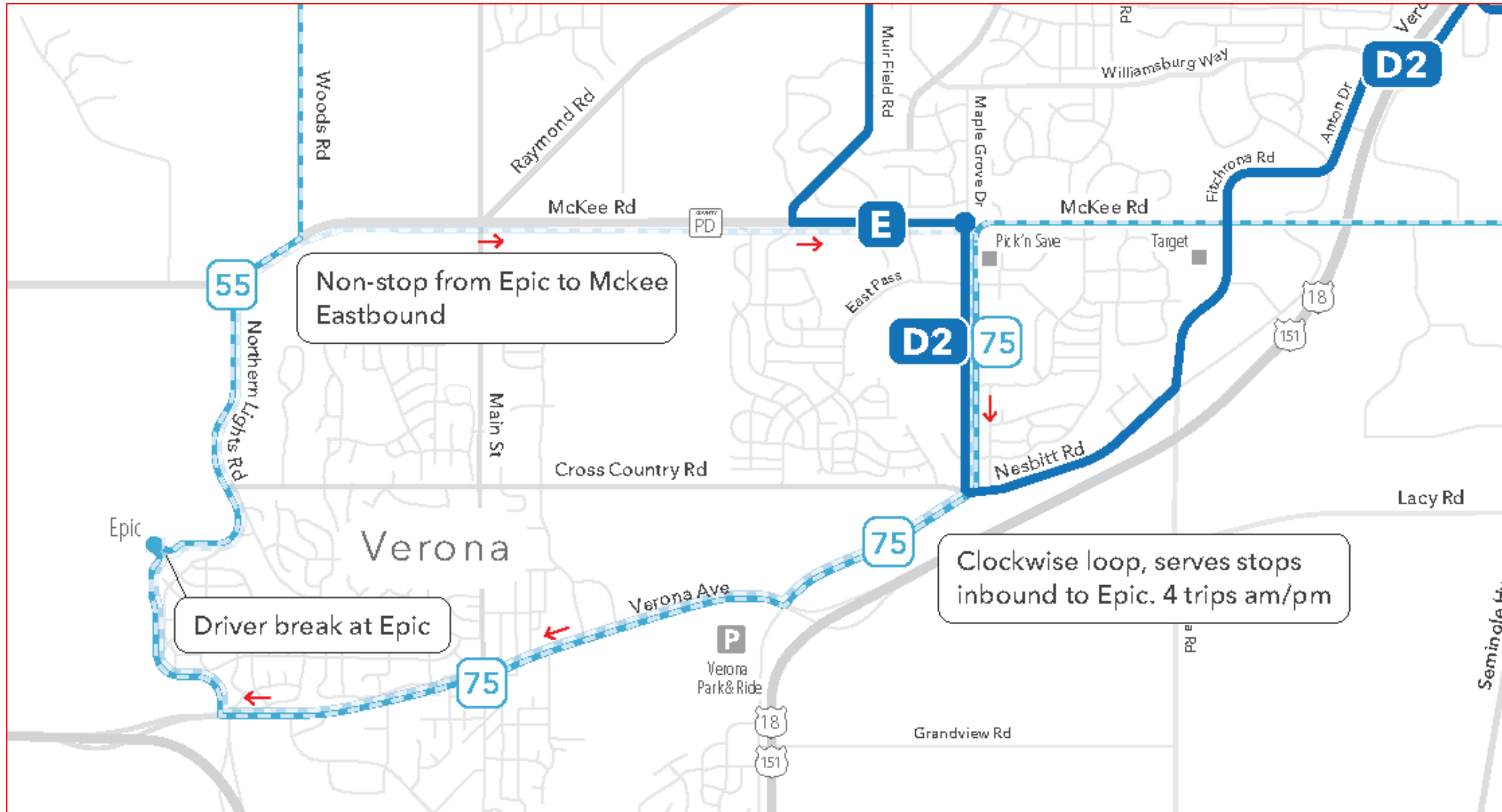
Off-Peak Service Plan



December Service Adjustments

- **Route B, C:** Additional resources added to account for running times
- **Route R:** Extended to UW Hospital off-peak/weekends
 - Route F will meet route R after 7:00 pm.
- **Route 75:** New short-turn trips added to McKee and Maple Grove, will be covered with extra work. Potential plan to extend to B line terminus pending driver availability.
- **Routes C, D, 28, 38, etc:** Peak service short-turns pending ridership analysis during UW session and driver availability

Route 75 Short Loop from McKee Rd



Minor December Schedule Adjustments

- **Routes A, B, C:** Running time adjustments to balance trip times between timepoints
- **Routes G, H, P:** Schedule adjustments to better meet Routes A and B
- **Routes J, O:** Schedule adjustments to better meet UW Hospital shift start/end times, and create scheduling efficiencies.
- **Most Routes:** Minor First and Last Trip modifications

March Schedule Adjustments

- Staff will monitor how these adjustments affect service issues.
- Will also continue to review passenger feedback on-time performance, ridership, and driver numbers.
- **Additional adjustments expected in March of 2024.**



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