

Metro Transit Accessibility Update

Wednesday, July 29, 2026



metro transit

Fixed Routes

Beacons

1. Switch/light to be installed at current BRT stations
2. Part of proposed North/South BRT station design
3. Light will alert driver that bridge plate should be deployed or additional help needed

Paratransit

Known Issues –
Efforts to Improve

We are aware of difficulties riders are experiencing and making changes so that the rider experience improves

Continue to Report Issues

1. (608) 266-4466
2. [MyMetroBus.com/Feedback](https://www.mymetrobus.com/Feedback)
3. MyMetroBus@CityofMadison.com

Action Plan Moving Forward

Short Term

1. Enforce what's in our vendor contracts
2. Release a rider survey
3. Continue to make improvements to new ride scheduling program
4. Continue to receive/review/act on feedback

Action Plan Moving Forward

Mid Term

1. Create rider focus groups
2. Put out new RFP for paratransit service

Action Plan Moving Forward

Longer Term

1. Hire mobility manager (contract management and quality control)
2. Actively partner with contractor to improve rider experience

Continue to Report Issues

1. (608) 266-4466
2. [MyMetroBus.com/Feedback](https://www.mymetrobus.com/Feedback)
3. MyMetroBus@CityofMadison.com