



TOTAL FEEDBACK RECEIVED
June 2, 2015

Proposed Service Changes
Affecting Routes 6, 10, 11, 12, 25, and 59

ROUTE 6	3 comments
ROUTE 10	16 comments
ROUTE 11/12 West Transfer Point	6 comments
ROUTE 11 (Science Dr.)	16 comments
ROUTE 12 Waunona Way	7 comments
ROUTE 25	11 comments 1 retracted



ADDITIONAL FEEDBACK RECEIVED
As of June 2, 2015

Proposed Service Changes
Affecting Routes 6, 10, 11, 12, 25, and 59

ROUTE 10

Route 10

Regarding the proposed fall service changes for route 10 - Thanks for proposing that the 10 will extend service further to the west! I ride the route 70's from Middleton to campus & this will provide me with more options to change (off a packed 71 or 72) to the route 10 sooner and further west than I can currently. I would like to request that consideration be given for the route 10 to be extended further west to Capital Ave & University Ave where there are many riders who would take advantage of that. It could use the weekend route 8 which loops around Old Middleton Rd. The eastbound commute routes 71 & 72 as well as the regular route 70, are very full by the time they reach Capital/University. Extending the route 10 to Capital Ave, or maybe certain times & not all times of the route 10, is a total of less than 2 miles. The fall proposal for the route 10 sounds great to me, thank you for continually looking at ways to improve service!

###

Route 10

I've regularly rode route 10 eastbound from a stop on Rutledge this past year, and I appreciate having a stop within reasonable walking distance. I do not have any strong objections to the routing moving to Winnebago. However, the best option for getting from this area to points northeast such as Access Clinic, Madison College, Hy-Vee etc. during midday Monday-Friday is to transfer from route 10 to route 6. While I think this route would be better utilized on the east side by having an actual destination as the terminus, I at least hope that the convenient scheduling for this transfer is kept.

###

Route 10

Just wanted to say that cutting out my neighborhood from the #10 bus stops sounds awful. I ride the #10 bus four out of five weekdays. It will be painfully annoying to rearrange my schedule in order to catch different buses. I commute to work over 4 miles away and it already takes 25-30 minutes on the somewhat quickly-routed bus route. The #3, which does serve my area, is much slower and will certainly be increasingly crowded with the removal of the #10 route from the Shenk/Atwood area. Furthermore, over the years I have witnessed how the #10 bus went from a very fast commuter route to



an extended hospital-serving route. Now, it is proposed to spend even more time on the west end of its route. I disapprove of the proposed changes.

###

Route 10

Metro's stated rationale for moving Route 10 off of Division, Rutledge, and Spaight is that these streets will continue to be served by Route 3. However, because Route 3 alternates between Division/Rutledge and Winnebago, the proposed changes to Route 10 result in a net reduction of service options along Division/Rutledge/Spaight. If Route 10 changes are absolutely necessary, perhaps Route 10 could also alternate between Division/Rutledge/Spaight and the proposed new route.

###

Route 10

Please do not move Route 10 off of Division, Rutledge, and Spaight. I ride this bus once a week to my job at UW Hospital. On the remaining four days of the week, I take the #10 bus home. Even though these streets are served by Route 3, because Route 3 alternates between Division/Rutledge and Winnebago, the proposed changes to Route 10 result in a net reduction of service options along Division/Rutledge/Spaight. Also, it means a transfer to #10 or another bus to get to the hospital if I take the #3 bus. If Route 10 changes are absolutely necessary, perhaps Route 10 could also alternate between Division/Rutledge/Spaight and the proposed new route.

###

ROUTE 11/12 (West Transfer Point)

Route 11/12

Please do NOT remove the 11 and 12 from the west transfer point. I feel this would be a great disservice to myself and other riders.

###

Route 11

Just wanted to weigh in on the proposed changes to Route 11. I catch it 1-2 times/week on Science Drive to allow for carpooling with my husband. (He works on Science Drive, and I work on the west side of campus.) You state that Route 6 will still run on Science Drive, but that doesn't go to campus, and there are many interactions between the east side of URP and campus that the current route 11 make easier. I do understand that route 2 is available at WTP, but that can be a distance to walk, and it also does not



go through campus the same way Route 11 does. I'd urge you to keep Route 11 on Science Drive if you can. And thank you for posting on the Science Drive stops.

ROUTE 11 (Science Dr.)

Route 11

Thank you for still taking comments on the proposed change to Route 11 beginning in the fall.

I'm very disappointed to hear about this as it is the most direct route I can take to get to work on campus (State Lab of Hygiene at Henry Mall & Linden) after taking Route 56 near my home to get to West Transfer Point.

When I first heard about the proposal to cut West Transfer Point out of Route 11's map, I looked at what other options I had. There are two: Route 2 to Route 80, which means an additional transfer and additional time, and both of these routes are extremely crowded. The other is to stay on the 56 all the way into campus, after which I would have a quarter-mile walk, necessitating crossing University -- not a good option at all in winter with the snow and icy roads/sidewalks, not to mention traffic on University that never met a pedestrian it would stop for.

Part of my concern is that with one knee surgery behind me, I'm not thrilled about the longer walk the 56 would require and in the winter would be impossible. And while I have no problem getting up a half-hour earlier to begin the 56-2-80 commute, there's still no guarantee that I'll get to work on time with two transfers. The 80 is notoriously unreliable in its timing as it loops around campus with a billion students on board. I know. I've used it many times during the work day when meetings or other appointments have required its use. More than once at the Marsh stop, we've watched the 80 sit for 13-17 minutes across the actual marsh until it finally started up again.

By cutting out the Midvale/Heather Crest and University/Midvale stops, you're going to affect several dozen students. There have been as many as 14 get on at Heather Crest because they can't fit on the 2 that sometimes precedes the 11. I've taken the 11 at three different times and there is always a gaggle of students at this stop.

Finally, because you're contemplating cutting a hub out of the 11's route, this is going to affect quite a few people who park and ride at WTP and those who transfer from other buses to the 11. Just this week, there were two new passengers who embarked at WTP from other buses.

Bottom line, I hope you will reconsider leaving West Transfer Point in Route 11's map.

Thank you for the opportunity to comment.

###

Route 11

I take the 11 bus to work at the University (1300 Linden Drive) almost every weekday.

I see that you're proposing to drop service to/from the West Transfer Point on Route 11. This appears to me to leave out a very large section of the Midvale Heights/Hill Farms area that doesn't have service to the north part of campus. As it is, Route 6 comes down Mineral Point once an hour alternating between Mineral Point and Tokay Blvd and heads down Mineral Point, Speedway and Regent to the south part of campus.



I have to say that I feel like the city of Madison almost DARES people to move about.

- 1) It's getting more and more difficult to find bus routes to places one wants to go at times when one needs to go.
- 2) It's almost impossible to find neighborhoods when it's necessary to park and ride, because almost every street is 2 hour parking.
- 3) There is more and more construction of new businesses, but not enough parking.
- 4) And on top of all of this, the Governor wants to cut spending on adding bike lanes.

It's very puzzling for a supposedly "progressive" city.

I'm curious how you came to this conclusion. I never saw any Metro employees surveying during the morning hours; only at night. I filled out a couple of surveys for those. Maybe I missed the AM surveys, but during the academic year, it's often SRO in the morning on the 11.

Are there alternatives? Smaller buses? Shorter "peak hours"?

I would appreciate receiving information on routes that will take me to and from work based on this new plan. It's not readily evident to me.

I really hope that you seriously consider this new plan. After being a bus rider for many years, I will be looking for alternatives. Maybe you'll gain new riders, but you'll also lose some.

Thank you for your consideration.

Respectfully,

###

ROUTE 12 (Waunona Way)

Route 12

I take the 12 route that picks up at Waunona Way and Frazier. I would be greatly disappointed if that loop were taken out of the route as it would be quite a distance for me to get to any other stops.

###



ROUTE 25

Route 25

This is related to the proposed elimination of Route 25 to American Family Parkway and back as a limited stop route. The businesses have been growing in the business park, especially UW Health, yet the commute bus with limited stops is being eliminated? That makes no sense to me that the alternative is to take Route 6 with many stops to East Towne Plaza and wait for a transfer to Route 26 to get to and from work. This will add a significant amount of time to the commute, which means getting even less sleep in the morning and having to leave early from work in the evening, increasing the risk of employer dissatisfaction with workers. The bus system is for all of Madison, not just the West side and eliminating Route 25 will undoubtedly change people's transportation choices, causing more congestion, more pollution, lack of productivity. etc. Also, I do not feel safe waiting at the Eastgate Mall transit stop; and that transit stop is a very narrow strip of concrete that will not be able to accommodate the additional ridership caused by the elimination of Route 25. The average rides will go up as soon as the new businesses open, right when you will be eliminating the limited stop. If anything, this Route should be expanded, not eliminated and replaced by two transfers. Understand budgets are tight, but this move sends the wrong message - that this transit company is not in tune with the needs of its community; all of its community, not just Westsid expansion.



OFFICIAL PUBLIC HEARING TESTIMONY
Wednesday, May 13

Proposed Service Changes
Affecting Routes 6, 10, 11, 12, 25, and 59

ROUTE 6

Route 6

Question about Route 6 changes. Information clarified on proposed changes.

###

ROUTE 10

Route 10

Against change on Spaight, Rutledge and Division – asking to shift route 3 to serve the area.

###

ROUTE 11

Route 11 looks okay – would like to know if other options are being explored.

###

ROUTE 11-12 (West Transfer Point)

Route 11 and 12

Concerned about missing transfer points. Doesn't make any sense for overall system. 11 doesn't go through campus like the route 2 does – no alternative options.

###



ROUTE 12 (Waunona Way)

Route 12

Against Route 12 Waunona Way elimination. Lives 60 yard from current bus stop that is proposed for elimination – only a couple of riders, but gaining ridership. Broadway is what causes the delays, and delays will still exist with proposal.

###

ROUTE 25

Route 25

Against Route 25 elimination. Route 26 extends the length and difficulty of the commute from getting downtown to American Center, AND then you have to add in the length of the transfer. Adds 15 to 30 to the commute in each direction. More than an inconvenience, it's a game changer. Express bus options – more people will ride.

###

Route 25

Against Route 25 elimination – specifically the express route. 20 minute car ride – 30/35 minute bus ride, which he currently accepts. New proposal and Route 26 will force over an hour commute. Wants more express service. Takes Uber back when he misses express route.

###



***FEEDBACK RECEIVED
As of May 13, 2015***

**Proposed Service Changes
Affecting Routes 6, 10, 11, 12, 25, and 59**

ROUTE 6

Route 6

My comment and strong concern is changing the bus route from the current outbound route to the proposed outbound route. The current outbound route for Route 6 turns left at the stop light and left turn lane on Continental Lane then travels north to Dwight Drive then turns east to Independence Lane. The proposed change would shift the bus turning left onto Independence Lane from East Washington which is an uncontrolled intersection. There is no stop sign or stop light at intersection of Independence Lane and East Washington for vehicles traveling east and west on East Washington.

I have rode the Route 6 Bus daily to work, drove in my car, and walked along the current outbound route and the proposed outbound route for Route 6 Bus for the past 9 years. My request and comment based on this transportation experience is to please not change the current outbound route of Route 6 Bus.

These are my reasons why to please not change the current outbound route to the proposed route:

1) The proposed outbound route involves an left turn lane at an uncontrolled intersection without a stop sign or stoplight for east and west traffic along East Washington. During the time from 7am to 10am and 2pm to 6 pm there is almost no gap in the flow of traffic traveling east toward the capital on East Washington thru the Independence Lane intersection. This would significantly increase the time the bus takes to travel across East Washington and decrease efficiency of the route.. With a steady flow of east bound traffic thru the Independence and East Washington intersection, the bus has a greater chance of being in an accident. The current outbound route on Continental Lane has a left turn lane and a left turn green arrow forcing traffic to stop and significantly decreasing the chance of an accident compared to an uncontrolled intersection with a steady flow of traffic at Independence. Plus the Route 6 bus is given a definite opportunity to turn left safely onto Continental Lane with the current outbound route, because of the left turn lane and left green turn arrow..

2) The current outbound route at Continental Lane allows for a vehicle like a car or bus to make a wider and required turning radius than at Independence Lane. There is no curb in front of the vehicle at the intersection of Continental Lane, which allows for a wide turning radius. There is a curb in front of the vehicle at the left turn lane for Independence Lane. When driving my car, I feel like my car almost needs



to make a 90 degree angled turn to travel from East Washington in the left turn lane onto Independence Lane. A bus is a much longer vehicle and certain requires more space and a wider turning

radius. Certain a bus would be significantly hampered trying to turn onto Independence Lane from the left turn lane. Also certain greater chance of damage from the bus to the surrounding curbs and intersection with the proposed outbound route. How many times has a bus been tested attempting to turn left onto Independence Lane from East Washington?

3) I have taken the bus, driven my car, and walked along the proposed outbound Route 6 and current outbound Route 6 for the past 9 years. I am very familiar with both intersections. The hill on Independence Lane is steeper than the hill on Continental Lane. During the winter on typical winter roads, the bus would have a harder time travelling upward along a steeper hill. Occasionally while traveling the bus during winter, the bus had to be diverted onto Portage Road because could not travel upward on Continental Lane. This would definitely happen more often making a left turn onto Independence Lane and then upward on Independence Lane. Thus increasing travel time and decreasing efficiency.

4) The current outbound route for Route 6 bus at the intersection of Continental Lane has left turn lanes, stop lights, walk signals, and do not walk signals for vehicles and pedestrians on both sides across East Washington. At the bus stop on Continental Lane next to Stanton Optical typically half to one third of the riders leave the bus. Most of these riders travel to the cross walk with the walk/ do not walk signs. The walk signals and do not walk signals by the bus stop on Continental Lane make crossing East Washington safe for pedestrians. The proposed outbound route turning left onto Independence Lane has only one cross walk with no stop signs, no stop lights, no walk signals, and no do not walk signals. There is always several to many cars on Frontage Road by Mc Donalds turning left onto Independence Lane to reach East Washington. Pedestrians crossing Frontage Road or Independence Lane is dangerous. Pedestrians crossing east Washington at Independence Lane with one cross walk without Walk Signals is even more dangerous. Crossing at Continental Lane with the walk signal is far safer for pedestrians and vehicles. Trying to cross East Washington Avenue at Independence Lane is exactly like a game of Frogger, not safe.

Please keep the current outbound route for the Route 6 Bus. The proposed outbound route is far less safe for the bus and pedestrians, increases unnecessary route travel time, decreases efficiency, and more potential damage to and at the intersection of Independence Lane and East Washington.

###

Route 6 + 11/12 (West Transfer Point) (Feedback also referenced under Route 11/12 comments.)

Route 6 should have no changes at all. Routes 11 & 12 should continue to serve the WTP

###



ROUTE 10

Route 10

As indicated above, termination of #10 on the south side of the isthmus is likely to cause me (and others?) to use cars more often to get to the campus area.

I am a frequent rider on #10 from Jennifer St. to campus. So, I am concerned with the proposed elimination of that service. If it happens, I am like to use my car more often for those trips.

Your question on "Route Direction" does not allow me to tell you I use the #10 both ways.

Staff Response: Thank you for your comments which will be presented to members of the Transit and Parking Commission for review.

###

Route 10

I request reconsideration of several of the proposed changes to Route 10. The changes reconfigure the Route dramatically.

FIRST: The proposal removes ALL Route 10 service to Division, Rutledge & Spaight.

To say that after removal of all Route 10 service, "Neighborhood still served by Route 3" is disingenuous & inaccurate. Route 3 travels down Division, Rutledge & Spaight only once an hour mid-day, proceeding to the square & State St.

I see no explanation for why Division, Rutledge & Spaight are being removed from Route 10 & Winnebago added. Winnebago Street is already more than adequately served by Routes 3 & 4. Adding Route 10 to that section of Winnebago while removing it from an underserved residential area doesn't make sense.

Currently Route 10 travels Division, Rutledge & Spaight twice an hour mid-day, by-passing the square & traveling quickly to Broom Street, the University area & points west.

SECOND: Although it is not mentioned in the written list of changes to Route 10, it looks like the new route bypasses Broom & Bassett also. There is no explanation for this apparent change.

This change also makes no sense. Route 10 clearly serves the neighborhood. There are usually lines of students waiting to board at every stop from Broom & Main on. What will those customers do? The Route 1 cannot handle all of them, especially in the winter.



I use Route 10, boarding at Clemons & Rutledge, across from my house, several times a week. It takes me quickly & directly to Broom & West Main, where I access a warm water therapy pool, essential for treatment of a chronic pain condition which can make walking several blocks difficult. Madison Metro is my primary mode of transportation. I do not drive.

If these changes are enacted I will have only one hourly choice of bus on my street mid-day, which takes me 5 blocks from my destination. There will be no alternative route for me.

I have talked to many others in the neighborhood who take Route 10 to the University & University Hospital & would also be adversely impacted by these changes.

I would appreciate your consideration of reinstating both the Division, Rutledge & Spaight, and the Broom Street portions of Route 10.

Staff Notes: *The Route does not bypass Broom & Bassett.*

###

Route 10

Thank you for the opportunity to comment on the proposed changes to Route 10. After reviewing the proposal, I believe that both eastbound and westbound stops on Sheboygan Avenue are unnecessary because it would prolong the time in transit to the UW Digestive Health clinic, which would be still better served, as it is currently, by Route 70. I would propose extending Route 10 westbound to the Whitney Way stop south of University Avenue (or the new stop on University Row), then continue southbound on Whitney Way, and eastbound on Sheboygan Avenue. Scheduling so that the Route 10 would serve that stop at a different time than Route 70 in the vicinity would be preferred. Thank you for your consideration.

Staff Response: *Thank you for your comments. Much as I like your suggestion, I still need Route 10 to do more of the work that's currently done by Route 2. Since its inception, Route 10 has captured many Route 2 passengers, but load on Route 2 are still roughly double that of 10, and Sheboygan Avenue with its 1,534 dwelling units still tends to rule the roost for both routes. That said, I need Route 10 to regularly and effectively serve Sheboygan Avenue and the proposed changes to Route 10 should attract more passengers from Route 2.*

I understand the issue with Route 70, and there are some things I might be able to improve before we install the service, but the schedules for both routes are driven by other factors.

###

Route 10



Please don't take away route 10 on Rutledge street. I'm in middle school and i go to O'Keeffe. I live Jefferson though and the 10 is the only way i have to get home. Please don't take it away

Staff Response: *I need more specific information as Route 10 will still serve O'Keeffe MS from Winnebago/Williamson St. Not sure where "Jefferson" is. Please advise.*

###

Route 10

Please don't change this route to make more trips via the hospital loop. Route 2 seems to be working just fine for that purpose. This will just mean a much more crowded bus for the vast majority of us who want to go via Campus Drive. I've been taking the 10 since its inception, and it's almost always full after the last stop on Sheboygan at Segoe, and there seem to be very few people who want to go to the hospital among those who are waiting at the stops. Nobody wants to take a 25 minute bus ride if they can have a 13 minute bus ride.

Staff Response: *The average load for trips on Route 2 before noon is just shy of 60 passengers. (People begin standing around 35 passengers.) Over the same period, Route 10 averages 31 passengers per trip.* While I like the average load on Route 10, Route 2's loads are largely problematic and we simply do not have spare buses during rush hours to deal with route 2's loads during peak periods. That means, essentially, that I need Route 10 to do more work. I should point out that we doubled peak hour service levels on Route 2 the year we installed Route 10, but we are still having problems with Route 2.*

All that said, I need to smooth out loading to the extent possible with the rolling stock we have because we don't have enough buses to adequately operate this system during peak periods and worse, we don't have room to park more buses in our garage.

** All data drawn from January 2015 loading reviews*

###

Route 10

I am a regular user of Bur #10 in the daytime to go to UW for my graduate class in UW Hospital area.

I liked when #10 started since I could ride both direction from Jenifer & Division bus stop to campus since it was the furthest stop from the campus. Now I choose to ride on clock-wise route to go to UW, and I am still grateful that #10 goes fast to the hospital area.

If you change it to just go Winnebago, I would lose #10 since it won't come to Jenifer/Division anymore, and it is far for me to walk to Winnebago/Atwood. That area has #4 and 6 already. Lake Monona area needs to keep #10 since we would have only #3 in the daytime.



I know it seems extra to come to Jenifer/Division now to drivers, and Schoep's trucks are in the way often, but I want you to keep #10 as it is.

###

Route 10

I am writing to oppose the proposed changes to Route 10. 3 times per week, I take this bus from stop 1372 on First St. to my office on the UW campus. It is a great resource for my family and I'd hate to see it go. Thank you.

###

Route 10

I ride the #10 bus at 7:25ish from Sheboygan at Segoe to Johnson at Park and again at 2:25ish from Frances at University to Segoe at University. I like that it doesn't go through the UW at either of those times. I will be sorry if this route changes. I looked at all the documents and was unable to figure out if these stops will change for me. I also looked at the maps and couldn't tell the difference between the two gray lines. If the bus goes down University, for example, will it continue to stop at all the places it does now or only the ones listed on the route documents? Are the times changing? It looks like they are. I am unable to make the public hearing so I hope my feedback will be counted.

Staff Response: *Of course your feedback will be counted and reviewed. Your comments are actually part of the public hearing process. Your 725a trip is currently scheduled to leave at 728a, your 225p trip will depart Gorham and Bassett at 229p. Neither trip serves "Old" University Avenue or the UW Hospital. No stops are changing.*

###

Route 10

Please do not eliminate the Route 10 service from Division St. It is the only express bus to campus, now that the west-bound 38s all go around the Capitol. The change to the 38s has already added 15 minutes per day to my commute. Anyone in the neighborhood who wants to go to the Capitol Square can already take the 3. We have already had one express option eliminated - please do not take away this one, too!

Staff Response: *No response requested. Changes to the 38 were made at the request of passengers who use the route and preferred the flexibility created for them. The change that added about 2 minutes to a westbound trip.*

###



Route 10

I am writing to express my opposition to the proposed change in route 10, eliminating the stops on Rutledge St. I would very much like to see those stops retained.

Customer Response: Thank you for your comments, which will be included for review by members of the Transit and Parking Commission.

###

ROUTE 11/12 (West Transfer Point)

Route 11

I am writing to express my great unhappiness at the proposal to discontinue Route 11 bus service to the West Transfer Point. I take this bus route from the West Transfer Point to my work at the UW every day (5 days a week) and home in the evening. I live 1.5 miles from the Transfer Point and am able to drive to the WTP and leave my car parked on the street. The Route 11 bus drops me off on the side of the building where I work (420 Charter St.). This is especially helpful for me in the wintertime because I don't have to walk far on the icy sidewalks. I am 65 years old and have had knee surgery.

You might suggest that I take another route to work. However, all of those routes drop me off at the corner of Johnson St. and Charter St. In good weather, this might be a nice walk. But the sidewalks on the UW campus between the Johnson/Charter St. stop to the corner of Charter and University can be very treacherous in the winter. Also, I feel at great risk crossing University Avenue. If you change the course of Route 11 and avoid the West Transfer Point, this will cause me considerable inconvenience.

I urge you to reconsider the discontinuation of Route 11 bus service to the West Transfer Point. I know I am not alone in my opinion. Thank you for your time and attention to my request.

Staff Response: Thank you for your feedback. The proposed changes to Route 11 will still allow passengers to exit where you describe at 420 Charter Street. As you describe your commute as driving to the West Transfer Point and parking your vehicle on the street, the proposed Route 11 changes may

improve the accessibility of on-street parking at an alternate boarding location for Route 11 - given the apparent high level of demand for the limited on-street parking along Tokay Boulevard (on-street parking being less utilized, for example, along Segoe Road near the two City parks).

###

Route 11

I am writing in regards to proposed changes to the 11 route-taking out West transfer point, science drive and integral point stops. Manitowoc parkway (between Whitney Way and Racine) is mostly Duplexes and people who rely on transportation. I see it as a huge disservice to change the number 11 route. this route is used to provide service to the UW Hospital Complex. If this is changed, it would leave many



without a direct route to UWHC, other than perhaps having t go to Whitney Way to catch the #2. I am not in support of this change.

###

Route 6 + 11/12 (West Transfer Point) (Feedback also referenced under Route 6 comments)

Route 6 should have no changes at all. Routes 11 & 12 should continue to serve the WTP

###

Route 12

I would like to express my opposition regarding the proposal to eliminate having Route 12 serve the West Transfer Point. I am a daily bus commuter to work in Research Park & take this route from the West Transfer very frequently after work, when I must get downtown rapidly. I truly appreciate that it's a more direct, "express" route, that saves about 15 minutes in transit.

That is so important to me when time is of the essence. PLEASE reconsider this proposal, as I'm certain there are other passengers who appreciate the convenience of this expedited route.

I would also like to know if this proposal would affect Bus 12 going from E Mifflin & N Pinckney to S Whitney & Mineral Point Rd for the early morning commute, as I am in need of this service, as well. I would appreciate a response to this query, please. I am unable to attend the Public Hearing on this matter, so please add/log my comments for review.

Staff Response: *Thank you for your comments, which will be included for review by members of the TPC before making a decision on this proposal.*

More Info: *PM travel time to the sq via Route 12 is 25 minutes. Via Route 3, about 31 minutes. Both routes leave the WTP at the same time. There is no comparable service from Mifflin & Pinckney to Mineral Point and Whitney Way except for Route 2.*

###

ROUTE 11 (Science Dr.)

Route 11

I would be glad to have the route 11 bus run east bound along Blackhawk Avenue as it would make it easier for me to catch and ride regularly in the mornings. I wish it could run West bound on Blackhawk in the pm too but if that isn't possible, the am change would be welcome.



No reply is necessary.

Staff Response: Thank you for your comments which will be presented to members of the Transit and Parking Commission for review. Plan was to have both AM and PM service on Blackhawk north of Bluff.

###

Route 11

I am writing to request that the proposed route 11 changes be reconsidered.

- The proposed change will negatively impact the bus travel of the western half of the Hill Farms neighborhood, adding to their commutes and likely forcing more individuals to drive to work. This will ultimately increase congestion and negatively impact the environment.
- One of the drawing points of the Hill Farms neighborhood is its easy bus access. If this no longer is true,, property values and tax revenues from this area could fall, creating a shortfall in the city budget.
- Without the #11 traveling to the West transfer point, about a 0.3 mile stretch of Mineral Point no longer has bus coverage.
- As a blind individual, the length and safety of pedestrian travel to the bus stop is important to me. Altering the 11 route in this way eliminates the possibility to catch it at Whitney and Mineral Point which is a safe, light controlled intersection. Instead, I'd have to cross several uncontrolled, and more dangerous intersections to catch the same east bound bus. It would be a tragedy if someone like me were hurt in this way, after a letter like this were sent warning Madison Metro of the danger.
- It may be helpful to know that the Link off the Madison Metro site which was supposed to connect to a feedback form was broken. It would be a shame if it came out that Madison Metro wasn't seriously trying to gage public feedback to its far-reaching decisions.

Thank you for your consideration.

Staff Note: Route 11 does not serve Whitney & Mineral Point. Link fixed. Email address and phone also available.

###

Route 11

I and others in my neighborhood, including my neighbor who is blind, take the Route 11 bus to and from the UW Campus and UW Hospitals & Clinics. Removal of Route 11 service from Science Drive and rerouting to Berwyn Drive, would mean that our bus stop at Mineral Point and Racine would no longer



be serviced by Route 11. With the only other route servicing our bus stop, we would be faced with a huge inconvenience, as Route 6 does not provide service to the UW Campus or UW Hospital. Many of my neighbors and myself rely on Route 11 service to and from work on the UW Campus. By altering the

Route 11 service to bypass the Mineral Point at Racine stop, Madison Metro will be doing a disservice to its community and customers, many, if not the majority, of which work for the University of Wisconsin.

Staff Response: *Thank you for your comments, which will be presented to members of the Transit and Parking Commission for review.*

###

Route 11

This email is to express my concern regarding the adjustment planned to route 11: Removing route 11 from Science drive.

I live in 402 Rushmore lane, 53711 and I use everyday the stops ID 2829 and 2320 to go to work and come back from work. I also know at least 10 people that also use these same route every day on the same schedule.

Is route 11 still going to go through stop ID 2829 on mineral point road? Where will it go through otherwise?

###

Route 11

I would like to express my extreme disappointment and protest over the proposed changes to the Route 11 bus. I had hoped to attend the public hearing next week, but now I'll be unable to attend due to a schedule conflict.

I live near Racine Rd, a couple blocks north of Mineral Point, and I work on the UW campus on the north end of Babcock Drive. When we were looking for a home about 5 years ago, I was thrilled that our house was so close to the 11 bus stop at Racine and Mineral Point, and it was a selling point in choosing our home. I take the bus to/from work nearly every weekday. The timing of the 11 works perfectly with my work schedule and gets me home quickly, which is often important for time with my family and other scheduled activities.

If these proposed changes go through, my daily commute becomes far more complicated. If the 11 route moves to Berwyn, my walk time to the bus stop doubles and it would force me to walk down a steep sidewalk that I know gets very icy in the winter. It may be doable, but I would be cursing Metro every cold winter day for the change. If it moves to Segoe instead, walking there is not an option and my choices get much worse. Metro claims that I could take the 6 route, but the 6 does not take me



anywhere near my office on the north end of campus, and half the time it does not go on that section of Mineral Point anyway, going on Tokay instead. The 2 route has a stop somewhat near my home, but it is a longer route and still doesn't come very close to my office location. Transfers between buses may be possible, but I've never found that to be reliable or convenient. It adds too many variables to match up schedules and means even more time waiting outside.

Every morning, there are several other people relying on the 11 route's service to the area that you are planning to cut out. One of my neighbors also complained and was told that Metro conducted a survey about this recently, but she and I both ride the 11 bus almost every day, and neither of us were ever told about a survey. I don't understand the thought behind cutting out an important piece of the route. The current route provides good, balanced coverage for both the Hill Farms neighborhood and the area south of Mineral Point.

I truly wish I could attend the hearing to voice my opposition to these changes, but hopefully this letter will be considered. When groups make these kinds of proposals and offer "opportunities for feedback," I

question how much consideration is truly given to the opposing voices, but I would like to think Metro has enough customer commitment to truly care and rethink their proposals if there are complaints.

I ask that you reconsider your proposed changes to the 11 route and keep it as-is. Thank you for the service you provide and for taking our feedback seriously.

Customer Response: *Comments to be reviewed by members of the Transit and Parking Commission.*

###

Route 11

The proposed Metro changes to route 11 remove service from Science Drive and the West Transfer Point, among other revisions. I am strongly opposed to this proposal.

Many persons, including those on route 11, use the West Transfer Point as a major hub to link to other key routes in to and out of the city and this provision will be lost if the proposal is implemented. Also,

the West Transfer Point is an important link for commuters from the west side of Madison and western outlying communities, which constitute a major, rapidly growing area of Dane County. Furthermore, route 11 is a key cog in the wheel of the "Park and Ride" program of UW, instigated and promoted to UW employees as a way to avoid congestion and expense of having to bring vehicles on to the campus. Finally, the change will diminish service significantly to Science Park, reducing it to only Route 6. Science Park is a growing, expanding, and thriving area of research and business activity on the near west side of Madison. To reduce service at this juncture makes no sense.

The proposed changes to route 11 are short-sighted and on balance do not serve the overall community well. It is simply inadequate to attempt to rationalize changes by saying things like "service is available



on other routes" - of course it is, that can be said about anything! It is tantamount to saying that, "well if you don't like it you can always walk to campus" (or wherever) - theoretically that is also true, even though it may be 10 miles and to commute on foot is obviously impractical! The point is much more will be lost than gained if the service changes are implemented.

Thank you for the opportunity to comment.

Staff Response: *Thank you for your comments, which will be included for review by members of the Transit and Parking Commission.*

###

Route 11

I understand there is a plan to change the Rt 11 bus, not start at the West Transfer Point, nor go down Science Drive. I work at UWHC, park at Science Drive and ride the bus 5 days/week. Removing the

Science Drive pick up is a real inconvenience. It is a nice place to park, there are lights on in the parking lot (winter time it is dark when I get on bus and get in my car) There is a bus stop to "help" with bad weather. There is limited bus availability from the west side to the UWHC and changing this route will be a real inconvenience for me and other people that ride the same bus every day with me. I really hope you reconsider and leave the route and times as they currently are.

Staff Response: *Thank you for your feedback. As you describe your commute as driving to the West Transfer Point and parking in a private parking lot on Science Drive, the proposed Route 11 changes may create some impact on your commute. One possibility for your existing park and ride service could be the new lot being readied by the Wisconsin Department of Transportation on the east side of Verona (the existing Military Ridge/Old PB parking lot). Metro Routes 55 and 75 currently drive past this location, but will begin stopping on East Verona Avenue just west of the Old PB intersection at the improved lot on*

Tuesday, May 26th. WisDOT is upgrading both the parking lot itself, as well as creating accessible bus stop zones on East Verona Avenue (including a shelter at the stop where passengers would be boarding trips going into Madison).

###

Route 11

I would like to oppose the proposed change to the route 11 bus. If the mineral point/racine road stop is eliminated, this makes it difficult for campus employees to get to work in the morning from hill farms.

Staff Response: *Thank you for your comments, which will be included for review by members of the TPC before making a decision on this proposal.*



###

Route 11

hi- I'm writing to say that I am not in favor of the changes proposed for Route 11. I catch the 11 on Mineral Pt Rd not long after Science Drive, and my stop would be eliminated. Thank you.

###

Route 11

PLEASE KEEP ROUTE 11!! I'm not sure who I should direct this email to, but I take Route 11 from Science Drive to get to work (UW Hospital).

Staff Response: *Thank you for your feedback. Your email comments are part of Metro's official feedback records going towards the public hearing. As you describe your comment as boarding at Science Drive, is this from coming from a residence or business? There may be existing or proposed alternatives which would continue to serve your commute.*

###

Route 11

I'm an employee of UW Madison. I work at Lake Shore area housing as a house keeping for the past three years and Metro Transit, current route 11, has been my only source of transportation to my work.

I have a eight years old daughter who attends Crestwood Elementary. Changing the route 11 will affect my ability to prepare my daughter for school and also get to work on time.

I sincerely request you to keep the route 11 at current route and schedule.

Staff Response: *Thank you for your feedback. Route 11 does not directly serve the Crestwood ES attendance area, so can you describe where and at what time you board the current Route 11 service (or do you transfer to Route 11 from another bus)?*

###

Route 11

I just heard that a number of routes, including route 11 is proposed to change this fall. I am a resident of Hill Farms. Since 2010, I have taken route 11 daily to go to UW-Madison campus (1630 Linden Drive) where I work. It is very surprising to see that the stop at Mineral Point/ Racine Road will be proposed for elimination. The closest stop for the proposed route 11 will be at Berwyn Dr. which is nearly half a mile away for people from Hill Farms neighborhood. For people living in the Racine Road and South Hills



area, there will be no close bus available for them including myself to take to go to UW campus or UW hospitals. Route 6 is available but it doesn't go to campus directly. I am asking whether we can keep the Mineral Point/Racine Rd bus stop for route 11. I promise that there will be a number of grateful riders each day in both directions. Thank you.

###

Route 11

1. Tokay to Segoe instead of Wedegwood is preferred as there's more room to make the turn; winter road conditions are better on Segoe than Wedegwood.
2. Segoe instead of Berwyn is preferred as it does not have a right turn onto Mineral Point (stop sign) followed closely by a left turn onto Segoe of which both can cause delays; winter road conditions are better on Segoe than Berwyn; include a stop at Segoe/Berwyn (to replace the eliminated Mineral Point/Berwyn stop).
3. Midvale instead of Blackhawk is preferred as the right turn onto University is easier at a stop light than at a stop sign.

Staff Response: *We have these routes reviewed by Driver Training Staff who nixed the right turn from Tokay onto Segoe as highly problematic in summer (buses may have to back up to complete the turn) and impossible in winter. (Hence, Wedgewood.) The PM left turn from Segoe onto Tokay is not a problem.*

Berwyn was our second choice, next to Presidential, which would have given us better bus stops in the neighborhood and on Mineral Point Road. Training staff preferred Berwyn which is wider than Presidential and still (at least) gets us into the neighborhood, which for years has asked for a route to and from the UW Hospital and Campus. In fact, it's been part of their neighborhood plan for years, which we've been slow to respond to.

###

ROUTE 12 (WAUNONA WAY)

Route 12

I would like to voice my opposition to removing the Waunona Way loop from the route 12 service, I hope you will take this into consideration when deciding whether or not to eliminate this loop. I ride the route 12 bus primarily on Tuesdays and Wednesdays as I am currently on a modified maternity leave work schedule, but will be returning to work full time in the next few months which is when I use it 5 days/week. The stops I use are the two that are the closest to the Waunona Way/Frazier Ave intersection (3112 is the number for the inbound stop, not sure for the outbound). I very much appreciate the convenience of not having to walk all the way to Broadway via Frazier Ave, especially in



the winter. During winter months on Fraizer ave there is usually a large snowbank, there are no sidewalks and an apartment complex that means plenty of cars parked on the road, these factors all combine to make Frazier Ave very dangerous to walk in winter, especially at night when the visibility is poor. Additionally I also note that usually there is another person that gets off at the same stop as me (corner of Waunona and Frazier) in the evenings, so at least two of us regularly use this stop. I hope you will take these points into consideration.

Please can you confirm that you received my email and that it will be considered when deciding the fate of the Waunona Way loop, or advise what I need to do to for consideration since I can not make the meeting.

Staff Response: *Thank you for your comments, which will be presented to members of the Transit and Parking Commission for review.*

###

Route 12

I am writing you in regards to your proposed changes to Route 12 buses. Specifically, I urge you to not eliminate the Waunona Way Loop Service, or at minimum, provide alternative service other than Route 16 on West Broadway in the vicinity of the South Towne Mall for both morning (7-9am) and evening (4-7pm) peak commuting hours.

I am new to the Madison area as of two weeks ago, and extensively use Route 12 for my daily commute during weekdays for my new position located in Downtown near the capital. As someone on a very fixed income, I bike nearly 4 miles everyday to South Towne Mall in order to catch the bus, and my commute generally takes near an hour between the biking and the bus to downtown (and the same amount of time on the way home in the evenings). If I was to use Route 16 instead of 12, my total trip would nearly double in time, meaning that nearly 3-4 hours of my day would be spent in commute round trip. While I would bike the entire way to work, I have an existing knee condition that is aggravated if I bike more than the current 8 miles I bike in a given day.

I ask that if you do in fact continue onward with the proposed Waunona Way Loop elimination that you at minimum provide alternative Route 12 service at a stop on West Broadway near existing stops by the South Towne Mall so that commuters who utilize your services are not completely alienated or forced to travel even further out of their way to reach your outermost bus routes.

I have been truly impressed by the services that the Metro provides in the short time that I have been in the Madison area, and I hope that trend continues by your respectful provision of services to those of us who live at the outermost reaches of your routes and use those services almost daily. If the proposed changes to Route 12 are implemented and no reasonable compromise is provided, I am afraid that I have no reasonable alternatives for my commute, both health and time wise. I ask that you simply consider my proposed alternative as a reasonable compromise.



###

Route 12

My message is intended for the May 13 public hearing regarding the proposed changes to Route 12. Due to low ridership, the service loop north of W. Broadway and west of Lake Point Dr. (operating on Fayette Ave., Waunona Way, and Frazier Ave.) is proposed for elimination.

I request that the decision-makers please consider that the proximity of this bus stop to my new home was a crucial factor in the purchase of my first home in the City of Madison. The neighborhood is in an ideal location for those who utilize our great public transportation system. Accordingly, many area

homes on the real estate market boast the public transit ease as a selling point. There are currently many homes for sale in the neighborhood and the removal of this bus "loop" could deter buyers.

My sincere thanks for your consideration.

Staff Response: Thank you for your comments, which will be included for review by members of the Transit and Parking Commission.

###

Route 12

Hello, Madison Metro. I completely understand why it seems like the Waunona Way loop is a reasonable cut to make, with the goal of saving time and fuel. From a selfish point of view, it has been wonderful to get the bus at the end of my driveway and to be delivered almost to my doorstep on campus for the past 7 or 8 years. I love having the unlimited rides I can get with my university bus pass and contrary to the experience of many of the people quoted in the Isthmus article, my rides have been safe and on time and rarely excessively crowded. The bus driver who used to make me carsick when he flew around corners at the square has been reassigned. I'm a happy customer.

I'll miss getting the bus at the end of my driveway, but walking a couple of blocks will be good for me (I do it anyway sometimes, just for the exercise) and it won't influence my decision about whether I take the bus, park and walk, bike, or park and take the #13 bus. It might be nice not to hear the buses

rumble by the house and it might be really nice not to have the dog wake me up at 6:10 on my day off because she heard the bus go by! thanks for your service to our neighborhood.

Staff Response: Thank you for your comments.

###



Route 12

We would like to submit a formal objection to the elimination of the Route 11/12 Loop at Fayette, Waunona Way and Frazier.

In general, The City should be expanding bus service, not eliminating it. The budget should be increased to allow this. We are happy to pay property taxes to maintain and expand bus service.

Specifically, many people in this neighborhood use the bus on this loop and it would negatively impact them. If this route was expanded and available on the weekends we would use it more too. We can't believe the stats of low ridership is correct. This should be reviewed.

Having the bus circle this loop isn't adding too much if any to the route. A good compromise might be consolidating a few stops - keeping the stop at Frazier-Waunona Way would be good (several people ride from here every day from houses within a 1/4 mile). Making them walk up to Broadway would be a barrier to ridership. We can't speak to the Fayette-Waunona Way stop situation.

In addition, we appreciate that our road is a bus route and gets plowed in the winter. Frazier is really the main road in and out of this neighborhood and we think people would be negatively impacted from this perspective too.

Thank you for your consideration.

Staff Response: *Thank you for your comments, which will be included for review by members of the TPC before making a decision on this proposal.*

###

ROUTE 25

Route 25

I am writing to ask that you please reconsider eliminating the 25 Bus Route. The 25 Route is the only reason I believe in public transit as a reasonable option in Madison for professionals living downtown working on the east side.

I live in one of the many new buildings that are popping up downtown that are attracting young professionals to the city. I work at American Family Insurance, a major Madison workplace, which is 9 miles away east, a 20 minute car ride. For my daily commute I have only ONE bus option that will take

me around 40 minutes to get to work, which is twice as long as a car ride which is not ideal but I accept it and I plan my work schedule around it. I take the 6 at 7:10 AM from State St and it turns into the 25 and goes straight to AmFam. I arrive at 7:50 AM. If I take any other bus at any other time, my trip will take longer than an hour, more than 3 times the car ride which is inefficient and I would rather get a car.



I leave work at 4:35 PM and take the 25 back to State St and I arrive around 5:15 PM. Again, twice as long but acceptable and any other option will take over an hour.

My commute to work is the main deciding factor why I choose not to get a car and so I invest in the 31-day pass and I take the bus for all other errands and always prefer to shop and use services downtown. (Groceries, clothes, clinics, vet, restaurants, bars and more) Also, I believe in public transit and want to keep it as part of my responsible lifestyle and being able to maintain the lifestyle I want is a main reason I still call Madison home.

If you eliminate the 25 bus route and not keep at least ONE express route from downtown to AmFam (a major Madison workplace) then a commute to work will take longer than an hour then it makes no

sense to use public transit and I and others will choose to get a car. I will probably then be more inclined to shop and use other services outside downtown and probably move somewhere closer to work.

I moved to Madison in 2012 and I have been using public transit from day 1 and I am very proud of that. The thought of not using public transit anymore is frustrating especially when I have defended Madison public transit in every argument I have had on the topic.

I hope you will understand and keep at least ONE express route for us from downtown to American Parkway. Thank you for your time and effort!

###

Route 25

Having an option to travel directly from the capital square to American family has been wonderful, and I don't believe the bus system will benefit from allowing people more flexibility in their commute hours at the cost of a 50-100% increase in the length of the commute itself.

In my year working at American Family, I have always seen 10-20 employees (myself included) on the morning bus, and 5-10 employees on the evening bus (excluding Friday). This is always accompanied by an equal number of employees of other neighboring businesses. Most of these people would be seriously inconvenienced by this route removal.

I would also mention that since the bus route from the square to AmFam takes about 10-20 minutes longer than driving, adding another 20-30 minutes of waiting for transfers drastically decreases the utility of the bus system as a commuter tool in the first place. This would no doubt put more cars on the road during rush hour. I would personally have to buy a car if this route were removed, which is something I would like to avoid doing entirely.



I unfortunately cannot make the public hearing this Wednesday (5/13) but feel free to contact me at the number or email I've listed in the meantime if you have any further questions. Thank you for your time and for your consideration.

Staff Response: *Thank you for your comments, which will be presented to members of the Transit and Parking Commission for review.*

###

Route 25

I would like to share my concerns about the possible elimination of route 25.

- It would result in much longer commuting times. In the AM, I would have to leave 30 minutes earlier. I only live 15 minutes away by car (which I cannot afford), but it would take an hour and 15 min to

travel by bus and I would have to take 3 buses. It would also be 3 buses and an additional 30 minutes to get home in the evening.

- In the PM, I believe this would overcrowd the 6 bus, as I see the average load is currently 71 and you would be adding a potential average load of 33 (not to mention those coming from the new hospital).

- The "transfer point" at East Towne Mall is currently not equipped to accommodate so many people. I already have a hard time finding a place to stand in the shelter, let alone a place to sit. Also, the shelter

is not designed to provide protection from the fuel emissions from the buses sitting in front of it. The 36 sits there for a really long time and it's impossible to have shelter while avoiding the cancerous fumes.

- In the PM, I do not feel safe waiting at East Towne Mall and try to avoid it whenever possible. Most of the people there are loud, rowdy, and often fighting. There are also a lot of people that smoke in the shelter. Lastly, I don't appreciate being asked for money and the use of my cell phone. I like that the 25 is a stay-on-board transfer to route 20. It would be helpful if the 26 had a stay-on-board transfer either going downtown or to the NTP.

###

Route 25

I use route 25 to and from work every biz day. The fact that it is limited stop makes it all the more helpful. I'm able to get to work by eliminating 10-15 min. from my travel time. By having to take route 6 means it will take me longer to get to work and have to stop at MATC, too. And this means the bus will consistently be more/over crowded. Thanks for considering leaving it alone. Please?!



###

Route 25

I want to voice my concerns for the elimination of the #25 bus. It is an integral part of how I get to work and it's removal from the bus system would mean my commuting time would double, and potentially force me to find other means of commuting.

Please do not stop running the #25 bus route. Thank you,

###

Route 25

I am writing to give my opinion on the proposed elimination of route 25. I depend on this route to get to and from work four days per week. I've studied the new options and I'm concerned that they don't really

fill the void left by cancelling this route. It looks like I would need to take the 6 to East Towne Mall and then transfer to the 26. Same on the way home. I find it really frustrating to go from a seamless

commute to one that requires a transfer and takes longer. Please look at how this change impacts those of us who depend on the 25.

Thank you for your comments, which will be included for review by members of the TPC before making a decision on this proposal.

Staff Response: *Thank you for your comments, which will be included for review by members of the TPC before making a decision on this proposal.*

###

Route 25

Public Hearing Comments: Wish to document an opinion regarding Route 25 being eliminated, cannot attend hearing due to work schedule. I am opposed to eliminating 25 as it is a popular, limited-stop direct route from Capitol Square to American Family Business Park. This is always crowded in AM with workers going to AF Business Park, commuters going to East Towne area, Mendota Street area etc. I realize Rt 26 is meant to replace 25 however this will just add extra transfer time & hassles to anyone going along East Washington to AF business park. The business park workers need a direct route that doesn't dilly dally around to MATC/Madison College, in to East Towne, Portage Rd area etc. There would be missed transfers due to delays, having to transfer 2 or 3 times to go 6 miles, waiting at transfer points with smokers, etc. The bus will be so inconvenient that people will opt to drive single vehicles, adding more traffic to the already clogged streets in the AF Business Park! If Metro can bus people to Epic in



Verona , why can't they supply decent service (1 commuter ride in AM & PM) to AmFam, one of Dane County's largest employers? (By the way if Epic is such a multi-billion dollar company with so much money they don't know how to spend it, why can't Epic supply their own bus system to the Verona campus to downtown Madison?)

Staff Response: Thank you for your comments, which will be included for review by members of the TPC before making a decision on this proposal.

###

Route 25

Please do not cancel this route, I depend on this route to my job MTM inc on on East Terrace drive. My company has over 100, employees. UW clinic down the road is served by this route. If anything they should add service.

Staff Response: Thank you for your comments. **More info:** Average load 15 each way.

###

Route 25

Customer has requested to retract this feedback.

~~It appears there would no longer be a bus going from downtown directly to American Family anymore, correct?~~

~~There are a lot of people who take the 7:18 bus at the square headed to the AmFam area. If they have to take the 6 and wait at East Towne for the 26, it would be way too many people to fit in that small shelter, and that isn't even counting how many hospital employees will be there as well.~~

~~It's one thing to eliminate the 25 in the evening, but entirely different to eliminate the morning one. I would also miss the limited stops on the 25. Not only is it quicker, but it keeps the bus quiet because there are mostly business travelers and college students, as opposed to the riff raff I've seen on the 6.~~

~~One more thing....I would really, really miss the 25 that leaves the eastpark blvd/park & ride at 5:08, that becomes a 20 at the mall and further becomes a 2 at the NTP. I've been able to take one bus from work to home, which has been very useful.~~