



PUBLIC HEARING FEEDBACK RECEIVED
PROPOSED AUGUST SERVICE UPDATES

Routes 5, 13, 17, 18, 19, 26, 30, 31, 33, 36, 49, 51, 56, 57

Wednesday, April 13, 6:00 PM
215 Martin Luther King, Jr. Blvd.
Room 260 (Madison Municipal Building)

Service Proposal	For	Against	Comment or ?
Route 5		1	2
Route 13		3	1
Route 17	2		
Route 18	2		
Route 30	1		
Route 31	2		
Route 49	2	3	1
Route 51	1		
Route 56/57			1

ROUTE 5

Against changes to the Route 5. I depend on route 5 to drop me off at Fisher at Bram on the last route of the night and I am really not looking forward to walking on Park Street at 1145 at night. I feel like the city is doing a disservice re-routing route 5 from the Fisher Neighborhood and substituting it with 13. I depend on Route 5 for transportation needs for work (#50078).

Planning response to #50078: There are many factors that led to the proposed service redesign, some going back to service cuts brought about by budget reductions made ten years ago, when routes 5 was restructured (and 13 created) to reduce overall operating costs. Since then, we've had issues keeping the 5 on time, while the 13 has had time to spare within its schedule but, unfortunately, not enough time to get it back and forth to the Capitol Square without adding a bus to its rotation.

We've also have had feedback from residents living north and west of Park and Buick streets who have to cross Park Street coming or going, unless the 44 happens to meet their needs. Moving the route to Park Street eliminates (at least some of their concerns) while responding to driver complaints about their inability to keep the route on time during peak periods. The changes to the 5 will reduce its travel time to and from the Capitol Square around 2 minutes and the 13 came out mostly neutral. For us, that's a win/win because Route 5's current schedule issues follow buses all the way across town to the East Transfer Point.



Proposed changes to 5 & 13 buses may work if 13 ran more often weekdays during nonpeak hours. Current Rt 5 stop is now a shorter walk than Park St; don't want to walk to STP in winter. If going downtown, I'd need to transfer to 2 at UW more often. I'm 68 (#50105).

Planning response to #50105: Thank you for taking the time to explain your concerns. Increasing off-peak service on Route 13 is something we want and need to do given many of the route's customers--but it's expensive, requiring a three bus rotation instead of just one. Given the problems we're experiencing with the 5, realigning the 13 appeared to be a reasonable solution.

We've also have had feedback from residents living north and west of Park and Buick streets who have to cross Park Street coming or going, unless the 44 happens to meet their needs. Moving the route to Park Street eliminates (at least some of their concerns) while responding to driver complaints about their inability to keep the route on time during peak periods. Also of note: Person's home address is only one block away from stop on Park @ Buick. She can still take route 5 to downtown.

Customer was wondering if changes to Rt 5 would add any stops on the west side of South Park St after Cops. The last stop now is at Wingra (#50200).

Planning response to #50200: Metro would maintain the current alignment of bus stops, which includes stops in front of Cops and on the south side of Wingra Drive, on the bridge over Wingra Creek. Northbound stops roughly opposite those. Further south, we'd also use existing stops at Beld/Burr Oak and Buick and respond to requests.

ROUTE 13

I feel like the proposed changes will make things difficult for me. If route 13 was a 1/2 hour service on week days, that would be one thing, but most of the time, route 13 is hourly. Route 13 also does not provide service to the square and beyond...just the little area of UW. I feel like the city is doing a disservice re-routing route 5 from the Fisher Neighborhood and substituting it with 13. I depend on Route 5 for transportation needs for work. That being said, I support the route 13 changes (#50078).

Planning response to #50078: There are many factors that led to the proposed service redesign, some going back to service cuts brought about by budget reductions made ten years ago, when routes 5 was restructured (and 13 created) to reduce overall operating costs. Since then, we've had issues keeping the 5 on time, while the 13 has had time to spare within its schedule but, unfortunately, not enough time to get it back and forth to the Capitol Square without adding a bus to its rotation.

We've also have had feedback from residents living north and west of Park and Buick streets who have to cross Park Street coming or going, unless the 44 happens to meet their needs. Moving the route to Park Street eliminates (at least some of their concerns) while responding to driver complaints about their inability to keep the route on time during peak periods. The changes to the 5 will reduce its travel time to and from the Capitol Square around 2 minutes and the 13 came out mostly neutral. For us, that's a win/win because Route 5's current schedule issues follow buses all the way across town to the East Transfer Point.



Person had concerns that changes to the Route 13 would include taking it off John Nolen Dr & Olin Av, and was concerned about the potential loss of service for the residents who live at 540 W. Olin, many of whom are elderly and/or have mobility issues (#50201).

Planning response to #50201: We have no such intention. Route 13 will continue to serve John Nolen Drive and Olin Avenue just as the route does now. What we are proposing is to bypass a stretch of Badger Road that's either a short walk to the South Transfer Point or Rusk Avenue at the east end of the street. All else remains the same.

Concerned that the addition of streets to Route 13 may delay being able to make connections to the Square, which can be problematic when Route 13 is running late and misses the majority of connections to the Capitol. We used to have a direct service to the Capitol that was eliminated on the justification that Route 13 did not make good connections, so if additional streets delay this route further we will have even WORSE connections to the Capitol, which will delay those of us working at and around the Square (#50306).

Planning response to #50306: We completed an extensive review of running times for Route 13, comparing current and proposed alignments. Since the entire route was lengthened only 89 yards, we determined that no adjustments to northbound travel times (or running times) were necessary. (We also noted that many northbound trips "dwell" at the John Nolen and Rimrock time point for a minute or more.) Southbound, we could have added one minute, but the route already has "padded" arrival times at the South Transfer Point so no adjustments will be made going either direction.

Make sure proposed changes allow for making transfers to East, West or North with no more than 5minute-wait on weekdays, 10-15minute wait on weekends. Same considerations re: wait times when transferring to #13 when South-Bound. Adjust times on Sat/Sun/Holidays so that transferring to or from #6 or 7 is no more than a 10-15minute wait (#50318).

Planning response to #50318: The schedule needed no adjustment as the new route did not impact travel time between the South Transfer Point and the first time point at John Nolen Drive and Rimrock Road.

ROUTE 17

In favor of adding weekend service between NTP & ETP (#50016).

In favor to have it run on weekends. When I do grocery shopping on the weekend I usually have to take the 20 bus when turns into the 30 & then goes to the ETP & vice versa to the NTP. Having the 17 as an option would cut down on the travel time considerably (#50152).

ROUTE 18

Rt 18 Midvale change is very 'user' unfriendly, for some reason, which is not obvious. All users will need to walk at least an extra block; there are zero users on the beltline adjacent to Britta (#49992).



Planning response to #49992: Route 19 will maintain commuter service north of Britta Parkway and we need the minute saved (through use of the Frontage Road) in order to return to a 30 minute headway during the afternoon rush hour. Stops on Britta Pkwy average 4-5 boardings/day.

In favor of the changes to the Rt 18 which would put it back to 30 minute service during the afternoon peak. Person doesn't take the bus today is because they can't make the connection from the Rt 55 to the Rt 18 via Midvale at the WTP at 5:20pm. If the schedule was shifted such that the 18 left at 5:30 from the transfer point, person would most likely start riding the bus every day (#50065).

ROUTE 30

In favor of change giving 30 minute service for the Nakoosa via for Route 30 (#50220).

ROUTE 31

In favor of increased service on route 31. It would be great to have additional access to the Madison Curling Club (#50094).

In favor of increased service on Rt 31 (#50158).

ROUTE 49

In favor of reversing the Rt 49. Would provide a shorter commute for Swan Creek neighborhood in Fitchburg. Lots of dwelling units being built in that area that could utilize the more efficient service to the STP (#50033).

Person relies on 49 to get to and from Mickelson Parkway to the UW–Madison campus every day & wondered if reversing the direction of the 49 will add a substantial amount of time to commute, requiring them to buy a car. Wanted an estimate of how much longer it will take to get from Mickelson to the South Transfer Point, and back, using the proposed route change? (#50157)

Planning response to #50157: I don't think you'll see much of a change. I reviewed your ride and feel that it may even be faster. On your way to work, your ride will be 1.7 miles longer, but you won't be traversing the Caddis loop. Cheryl Parkway is fast and Highway 14 takes just 2-3 minutes. I wouldn't buy a new vehicle until you give the new route a try!

Person wrote to say they're in favor of reversing the loop on the Route 49. Would also like to see service added to Lacy Rd in the future (#50252).

Against reversing the loop on the Rt 49. Person lives near Fitchburg City Hall & works at Group Health Hatchery Hill on Fish Hatchery Rd and her current 10 minute bus ride would be much longer if the direction is reversed. She & her husband share one vehicle and her riding the bus has allowed them to do it more easily (#50291).



Planning response to #50291: Thank you for your feedback. These changes reflect an attempt to increase overall ridership for the route by reducing travel time from its service area south of McKee Road to and from the campus and Capitol Square via transfers.

Concerned about reversing the loop on the Rt 49. Person lives on Fish Hatchery Rd & Post Rd. States there is no route near her that will get her to the STP if Rt 49's loop is reversed (#50290).

Planning response to #50290: Every trip on Route 40 serves 2929 Fish Hatchery Road, either going to or coming from the STP. The proposed change would (or should) have little impact on your morning commute except that the Rt 40 directly connects to other routes there, where the Rt 49 requires a 10-15 minute wait for connections to the 4, 5, 13, 16 and 18. The same is true for outbound connections in the afternoon, where the Rt 49 will generally depart before connecting buses arrive.

With respect to your comments regarding "...my understanding that the bus system had been designed to avoid having people being forced to travel all the way downtown and instead be able to use the transfer points....?" One goal of the system's initial design was to do just that, but also take advantage of the additional capacity needed during peak periods by using the additional peak hour buses to improve directness of service to the Capitol Square by bypassing the STP. Hence, the 47, which only operates during peak periods, heads directly downtown, leaving service to and from the South Transfer Point for the 40. When routes 44, 48 and or 49 were added, we improved service to the UW Campus and hospitals near Highland Avenue. This concept has been used throughout the system.

Wondered if reversing the loop on the Rt 49 will add to their commute time to the UW. Person lives just south of McKee Rd (Hwy PD) near Mickelson Pkwy & boards the bus on Chapel Valley Rd & Brendan Rd. (#50296).

Planning response to #50296: Mickelson Parkway is roughly the midway point, schedule wise, for the proposed change. If you currently board north of McKee Road, your ride will be longer, if you board along Mickelson Parkway, your ride will take about the same amount of time and south of Mickelson, things improve significantly as East Cheryl Parkway and Highway 14 are very fast roads. Given your street address, I don't believe your time riding would change significantly—but not sure where you board.

With respect to Swan Creek, there are a very large number of multi-family dwelling units (in excess of 1200 in the neighborhood) and it's still growing. Potential riders in this neighborhood (who have requested the reversal) will have a short 5-7 minute hop to the South Transfer Point, where they're now looking at a 20 to 25 minute ride.

ROUTE 51

In favor of changes to reversing the direction of Rt 51 and putting it on Hammersley and taking it off Piping Rock & Brookwood. Many children in Piping Rock/Brookwood and this would make it safer (#50048).



ROUTE 56/57

Person asked if Metro needed a signaled intersection for Routes 56/57, wouldn't it be much less disruptive to move route over to the corner of Maple Grove and McKee? Then you'd service people using the businesses that line that corner, such as the grocery store, Walgreens, etc. There are many seniors living closer to that intersection (#50128).

Planning response to #50128: We avoided the intersection of Maple Grove and McKee Roads when we designed the route because of bus stop location issues and the fact that we wanted to directly serve the multi-family dwelling units that line Maple Valley Drive. At some point that service area will need to be redesigned because we lack off-peak service there now—but that is at least several years off.