

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
3. MyMetroBus@CityofMadison.com

Action Plan Moving Forward

Short Term (starting in Quarter 3)

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

Action Plan Moving Forward

Mid Term

1. Review survey results / how provide service
2. Determine minimum standards
3. Make sure align with ADA/FTA requirements
4. Update policies
5. Review RFP results

Action Plan Moving Forward

Longer Term

1. Hire mobility manager (contract management and quality control)
2. Create focus working groups
3. Bring on new service partner(s) / actively partner to improve rider experience

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