

From: heatherbuggs3@gmail.com
To: [Transportation Commission](#)
Subject: 2: Madison Metro Accessibility Update
Date: Tuesday, July 28, 2026 10:22:02 PM

You don't often get email from heatherbuggs3@gmail.com. [Learn why this is important](#)

Caution: This email was sent from an external source. Avoid unknown links and attachments.

Hello:

I am writing to express my concerns as a Metro Transit Paratransit client. I have three situations below that have happened to a family member and I in the last four months.

The situation with my family member (a paratransit client as well) happened about two weeks ago. He was waiting for his ride after 9:00 pm at night. His ride was for 9:40 to go to work for a third shift position. His ride was late. At the 20 minute mark he called Metro Transit to find out the status. He was told that the driver might be late due to traffic and a car accident in the down town area. He called back after ten minutes to be told that the driver was outside of our home. There was no vehicle right outside of our home and it was very dark outside. This family member has a vision loss and does not see very well at night. It ended up that the family member walked down the street with the Metro Transit staff on the phone. The driver ended up at the wrong address and had all the lights off for the whole vehicle. The driver told my family member as they were on their way that the driver was actually early and then fell asleep in the vehicle. This situation concerns me a lot because my family member had to find the driver, whom was not even at the correct address, and then to hear that they were sleeping on work time. I was most concerned about my family member's safety because of walking in the dark, and I am not sure how he even identified the vehicle with all the lights off and the signage for that company is not very noticeable. The vehicle was parked in a driveway that is very narrow and sometimes has three vehicles in it at the same time (one in front of another), which could have been taken as a different vehicle than his ride.

On July 11th, 2026 I encountered the following situation with my own ride, I am a client with low vision.

I was at South Towne. I had the correct address and I was waiting for my ride outside 5 minutes early. I had First Student, a bigger vehicle and distinct sound, and I was still a "no show." The reality was they did not ever show up. I faced waiting up to another two hours for getting a ride home through Metro Transit or getting my own ride. I took my own ride home. This was the second time at that point in two months that I had a "no show" when I was exactly where I was supposed to be and the vehicle did not show up. It was

First Student both times. I find these type of situations very frustrating because I cannot stand in a place for a very long time without being in pain with my feet. Also, it is frustrating because getting my own ride can be outside of my budget at times when it is not expected.

My third situation was in late March or mid April. I was going from my home on the east side to the west side of town to meet with friends. The majority of the ride went well. When I was dropped off I ended up being dropped off at the wrong business. I was going to a restaurant that was part of a outside mall. I went up about four steps as I had remembered but the door I was at was locked. The driver did not wait for me to go in or ask me if I was okay. They left me to figure it out. I had a very low cell phone battery and I could not see the sign on the door or the sign of what place I was in front of at the time. I did not feel panic or anxiety because I had just enough battery to call one of my friends for a quick call. The friend was already at the restaurant. My friend came out to find me. She told me I was three businesses down from where I was supposed to be. This situation was flagged as a safety concern to me and the paratransit customer service person. I did call Metro to file a formal complaint with them. I have not heard back from Metro. This could have been a lot worse if I would have been on a trip completely alone, a low cell phone battery, and not being able to see any signage at all .

These three situations raise my concern about safety and driver accountability. I am also hoping that the drivers get more training on working with individuals with a disability in general as far as door to door service.

Thank you for taking the time to read my comments. I greatly appreciate this opportunity to have the chance to submit my thoughts.

Thank you,

Heather Buggs
St. Teresa Terrace (Monona)

