



Routes 37 & 38 Proposed March Service Updates

Feedback by Route

Route	Pro	Con	Mixed
37	0	0	0
38 (Walter, Hargrove, Dennett, Dempsey)	0	35	0
38 (Dempsey, Davies and Buckeye Rd.)	0	23	2
38 (Oakridge Ave.)	4	25	1

Public Hearing Comments

Route	Pro	Con	Mixed
37	0	0	0
38 (Walter, Hargrove, Dennett, Dempsey)	0	4	0
38 (Dempsey, Davies and Buckeye Rd.)	0	1	0
38 (Oakridge Ave.)	0	8	0

Route 38 (service removal from segments of Walter, Hargrove, Dennett & Dempsey Rd.)

Con:

- I want to register my position *against* removing Route 38 service to Dempsey Rd./Dennett Dr. I have MS and use a walking stick and I've been thankful that I'm still mobile enough to use regular Metro transit. On good days I am even able to walk to Walter Street. But in the dead of winter this is not an option. If you remove these stops I'll have no other option than paratransit. I really don't know how I'll be able to afford that. Or even if I would "pass" the disability assessment to qualify for it since I can get up and down from the bus with my walking stick. Really really hoping Metro does not eliminate this area of service. Thank you for listening!



- I wanted to comment on the proposed elimination of the Dennet/Dempsey section of the 38 route. I live on Anchor Drive and take the bus every day. If this segment is eliminated, I will have to walk 10 minutes (usually with bulky bags/larger work related items) to catch the bus. Additionally, this will mean a further walk for me in the dark or in inclement weather. I really value having the option to get dropped off near home in those instances. I also routinely see groups of people at the stop at Rockwell/Dempsey in the morning and know many of my neighbors utilize this route. Please consider keeping the segment.
- My family and I rely heavily on the 38 that travels via Dennett and Dempsey. In the months when we can't commute by bike, we use the 38 bus to drop off our daughter at Lowell Elementary, and then commute in to work on campus, and do the reverse in the afternoons. Walking to the proposed new 38 stops would add 10-15 minutes to our commute each way, or 20 minutes walking with our daughter, which pretty much guarantees that we'll be driving in most days during the winter. We love that we can commute car-free from our neighborhood; this was a major factor in our choice to live here. I strongly urge (beseech?) you to retain this segment of the 38 route. Thank you for your time and your excellent service!
- The route 38 stops along Walter, Dennett, and Dempsey are the lifeblood of my commute. I take/depart the bus from stops along this portion of the route on a daily basis. Removing this route would significantly hinder my ability to commute on public transit, increasing my walking distance to a stop to near 1 mile, compared to the couple of hundred yards with the current route. The neighborhood served by this route is significantly enriched by the metro availability, please do not doom us to dependence on individual vehicles.
- PLEASE KEEP the 38 route the way it is, which includes the stop at Dennett & Dempsey. I am a graduate student who purchased a house just over a year ago on this street precisely because of the location next to the bus stop, which brings me to the University almost every day. I cannot afford parking at the UW campus so driving to work/school is not an option. My bus commute would be nearly an hour each way, every single day, if this stop was taken away. I love being able to ride the bus and save on gas too. This bus stop is extremely important to me and many other riders as a means to get to work. Thank you.
- I am writing to express strong opposition to removing 38 service from Dennett Dr and surrounding areas (Dempsey, Hargrove, etc). My family, including a school-age child, rely on the 38 for our transportation to and



from work / school. In fair weather we often bike, but in the winter months and on rainy days during the summer we take the 38 bus several times each week, using it first to drop our child off at Lowell Elementary and then continuing on to work on the UW-Madison campus, reversing the trip home in the evening. It is very rare for there not to be 2-3 other people getting on / off at the same bus stop we use when we are commuting during rush hour. Removal of 38 service would be very detrimental to our commute. It would force us to walk 15-20 minutes to get to / from the bus (either the 3 or the other 38), which is unrealistic with a young child. We would surely end up driving our car every day when we would have otherwise ridden the bus, contributing to clogged roadways and increased pollution. As it is, the eastmoreland neighborhood is not particularly well-served by buses. On the weekend it's very difficult to take the bus, and I would be sorry for weekday service to get even worse. Being able to commute without our car was an important factor in choosing where to live. I would be very sorry to see that option go. I have always been satisfied with the quality of service I get in riding the Madison buses, and I hope the good service to the community continues. I strongly urge you to retain this section of the 38 route.

- I'm very concerned about the proposed change to the 38 route. I depend on this route that goes down Dempsey Rd. and Dennett Street on a daily basis. If this were to end, I would need to walk a mile to the nearest stop. I understand the desire to simplify your routes, but it's really not that difficult to see that every other bus goes a different way. I think making the bus more accessible to a greater number of people is more important than the minor inconvenience of it being slightly complicated. In addition, I feel that there are many people who take the bus at Dempsey and Dennett streets. There are almost always several people at my bus stop and people are always getting on and off during this route. PLEASE DON'T STOP THIS ROUTE!!!
- This email is feedback for the public hearing regarding closure of the stop. Our neighborhood has had a turnover during the last couple of years. It consists of younger couples who appear to commute to work or school. My family also commutes by bike or bus. In addition, there are a number of children who do or will pick-up the school bus at this location. Closure of this stop makes taking the bus less convenient for tax payers that live in this commuter neighborhood. Tax payers who also pay for their children to take the bus to school. The bus stop is on the direct route so it is effortless to have it there. If you move the stop it makes a difference for those who depend on it.



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- I am writing in response to the posted sign at stop 1890 informing riders that the bus stop is proposed to close. This is very troubling to me as a daily rider who utilizes route 38 for my commute. The removal of this stop in favor of having the line go strictly down Atwood would negatively impact the Eastmorland neighborhood greatly. During the winter months, the city does not shovel or salt the sidewalks along Olbrich Park between Hargrove Street and Atwood rapidly enough for people with early commutes to comfortably make it to the Atwood Street bus shelter. Stop 1890 is easier to get to for people living further up into the subdivision since generally the neighborhood cleans their sidewalk regularly, so the only deep snow one might encounter would be from the corner of Hargrove and Walter to the stop itself. Additionally, while Route 3 may be still accessible to get downtown, it does not reach the heart of Campus (specifically Linden Drive and the UW Hospital). Looking at the average boarders per day per this document seems dubious at best. On an average morning, I usually get on the 38 at this stop with two or three other people. I have a hard time believing that on average the 38 only picks up one other person each morning at this stop. Additionally, this does not account for the fact that it is a split route, meaning it's not clear how many people picking it up on alternate routes are getting the one that stops on Atwood because it may suit their schedule better for a bus on that time frame. Thank you for your consideration, and I do hope you decide against altering the route to bypass Walter Street.
 - I am writing in opposition to changing route 38 that passes through Walter, Hargrove and Dennett. I am at UW-Madison employee who is new to the Eastmorland neighborhood (bought my house in May). Part of why my husband and I chose to move to this neighborhood was because, although it was further east than we previously lived, it would still be relatively easy for me to get to work by bus with the ease of the 38. My ridership is lower in the warmer months because of biking and other modes of transportation. However, as we approach winter, I implore you to keep the Walter, Dennett, Hargrove 38 route running as I expect to take the bus to and from work daily. I trust I am not the only person in the neighborhood who plans to increase their ridership with the changing of the seasons and as more young people (who in general tend to own cars at lower rates) move into this neighborhood, having reliable and consistent bus access to downtown will continue to be of importance to the Eastmorland neighborhood. Further, it is important to recognize the diversity and income levels of this neighborhood which has, and continues to be served less by Madison Metro than other parts of the city. While my husband and I moved just 2.5 miles east when buying this home, the number of bus routes we have easy access to has been cut in half. I firmly believe in accessible public transportation for all community



members and know Madison Metro strives for this goal as well. Thank you for reading and I hope you keep this route as is.

- I wanted to send a note stating my opposition to the removal of service of Route 38 from Walter, Hargrove, and Dennett. My wife and I moved to the Eastmorland neighborhood this summer and one of the things we love about it is the easy access to busses on Walter. Currently the only two routes that go downtown are Route 3 and Route 38. Unfortunately, neither of those routes run on the weekends. My wife relies on the bus to get to work and home daily. Removal of this route will negatively affect her and her safety as temperatures drop and daylight dwindles.
- Please do not eliminate stops for Route 38 on Walter and Hargrove Streets, Dennett Drive, and Dempsey Road. Every weekday I take the #38 bus as my mode of transportation to and from my employment in downtown Madison. I pick up and get off the bus along Dennett Drive or Hargrove Street, as I live on Paus Street. A nearby bus route that could take me to and from my employment was an important factor in my decision to purchase my house. Eliminating these stops will no longer make taking the bus a viable mode of transportation for myself and I would need to find alternative transportation to work, or possibly seek other employment or housing options. If these stops are eliminated, my 10 weekly rides and associated bus transportation revenue will no longer occur. Please do not eliminate the stops on Walter and Hargrove Streets, Dennett Drive and Dempsey Road for Route 38.
- Please don't eliminate the leg of 38 that serves Dempsey Road north of Cottage Grove Road. I often take that route to get to my boyfriend's house on Rockwell Dr. Eliminating that leg means that a lot of the residents in that area will have to schlep themselves several blocks to catch a bus. This isn't going to improve ridership.
- I am against removing Hargrove, Dennett, and Dempsey Rd from the 38 route. I live in that area and regularly make use of the 38 to get downtown to work. I am against shrinking public transportation services in general as well. With parking at a premium on the isthmus, we should be expanding Metro services, not cutting them. I am willing to support a tax increase to help this happen. Reducing route coverage also discourages people from taking public transportation, because it will involve more effort and time to get to your destination. Please do not reduce the 38's route. The neighborhood the 38 serves (Eastmorland) is turning over and a lot of young professionals who work downtown or at the UW are moving in. The 38 is very convenient for commuting and would really reduce the



need to drive and park downtown.

- I would like to add feedback to the proposed change in route 38. I feel that discontinuing the route along Dempsey and Dennett Rd. would cause hardship to my household and many others in our neighborhood. Making this change would make the route much less accessible to many who rely on this route. I won't be able to make it to the public hearing, but I hope that my feedback can be taken into consideration.
- Please reconsider the proposed changes to bus route 38 along Dempsey and Dennett Dr. My wife and I recently purchased a house in the neighborhood and one of the deciding factors was the presence of route 38 that runs a few blocks from our new house. We both take the bus to work on the west side and removing the route would force us to use the East transfer point. Crossing Milwaukee St in the early am to get to the East transfer point is both a long distance away and unsafe, especially in the winter. We are in the early 30's age group and having public transportation easily available is important to us and many of our friends. If the City of Madison wants to make a neighborhood desirable to our age group and the younger demographics, they should strongly consider having access to public transportation.
- I would like to add feedback to the proposed change in route 38. I feel that discontinuing the route along Dempsey and Dennett Rd. would cause hardship to my household and many others in our neighborhood. Making this change would make the route much less accessible to many who rely on this route. I won't be able to make it to the public hearing, but I hope that my feedback can be taken into consideration.
- Please do not discontinue route 38 at Dennett st. This is a service we count on.
- As a resident of Eastmorland Neighborhood for over a decade, I have used Route 38 periodically. I have found the route down Dennet Drive to be particularly helpful due to the proximity to my house. I would use Madison Metro more if there was a nearby route which ran more than during peak commuter times. Route 3 is too distant from my house and to take something from either Atwood Ave or the East Transfer Point seems too impractical for my transit needs. I appreciate that the proposed changes would serve potential greater population density as well as the new Pinney Library. I just wish that service would occur more regularly throughout the day and evening. This would likely increase my (and potentially others') ridership.



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- I am writing to oppose the proposed removal of service from the Dempsey/Dennett segments of Route 38. I board at stop 7446, Monday through Friday. I am a UW employee, working near UW Hospital. Paid parking near the hospital is cost prohibitive at over \$1000 per year. I'm sure I'm not the only rider in this situation. When I look at my alternatives, I could walk to the nearest stop, which would take 20-30 minutes (my current walk is 5 minutes). This will be extra problematic, when the sidewalks are icy during the winter months. The other option is driving to the nearest stop, but, to me, that negates the positive environmental impacts that riding Metro provides. Plus, does Madison really need more traffic on its streets? I see familiar faces every time I board the 38, so I know there is consistent ridership. Making this change will make it difficult for a lot of good people to get to work or school every day. PLEASE reconsider!
 - I am a frequent user of the Madison Metro. As a resident of the Eastmorland neighborhood as well as a graduate student at UW-Madison, these proposed changes will greatly affect my ability to get to campus. Depending on the day of the week and my class schedule, I alternate between using the Cottage Grove/Dempsey stop and the Walter/Atwood stop to get me to and from UW. Having these bus stops in such close proximity to my residence allows me to not require the use of a personal car to get me to and from campus, and deal with the additional trouble of both finding parking and the cost of it. I also appreciate having these stops so I can make a more environmentally-conscious decision. Unfortunately I am unable to attend the hearing on Wednesday evening as I will be in class. I hope you will take these words into consideration as you move forward with making transportation decisions for our city.
 - I am providing feedback on the proposed closure of stop 7446. I live in the house on the same corner. I purchased this house, in part, because of its proximity to stop 7446. I have ridden the bus to and from work near the capitol for 8 years. If I were to have to catch the bus at stop 7460 I would have to walk .5 miles to get to that stop. That and the return trip would add 30 - 40 minutes to my commute (round trip) per day which would negatively affect my work schedule. My chances of missing my bus would also greatly increase given the half mile walk. The east transfer point is .9 miles from my house and stop 1169 is .8 miles. In short, please don't close stop 7446. It won't ruin my life but it will make it more difficult on a daily basis. It may not help but I have composed a Haiku to express my sentiments.
 - Please do not take away Route 38 from Dempsey Rd. It was a factor in buying the house that we did to take advantage of public transit. I



understand all the reasons for the change. I suggest to please wait until Milwaukee St gets reconfigured. When traffic is able to turn left going northbound from Dempsey, that should open up more options for getting routes on Dempsey. It is also the bus that serves Schenk/Whitehorse during start and dismissal times. It's perfect for my work schedule and for my kids' school schedule. Please do not take away this option. I am on the 38 an average of 8 times a week.

- Thank you for giving us a chance to comment on this. I am AGAINST cuts to route 38 . I live on Dennett Dr and use the Dennett / Dempsey stop. With proposed cuts I'll have to walk at least 15 mins to get to Atwood and Walter. This concerns me because our neighborhood is not well lit, especially the further off Atwood you get. I believe it is dangerous for me and my neighbors to make that walk after dark in the winter. If this is a concern for me and I am currently able-bodied, it will be worse for older adults and those with disabilities. Please keep service intact for route 38.
- I urge you to keep the stops for route 38. Me and my husband ride the 38, mostly in the winter months. My ridership has gone down this year because I was relocated to another office while my downtown office is being remodeled. I depend on the 38 regularly in the winter months to get me to and from work. We only have one car in our family so the 38 is critical for us.
- I currently ride the 38 bus from the bus stop on Dempsey Road and Rockwell Drive. I disagree with the proposed removal of service from segments of Walter, Hargrove St, Dennett Dr and Dempsey Road. Currently, there is service to the apartment buildings close to where the new sight of the future Piney Library; corner of Cottage Grove and Dempsey. The bus stop is within 2 blocks of the new apartment building at Royster Corners. During the times I ride on the bus, there are a lot of people along Dennett Drive and Walter St who will not have a bus stop within about one half of a mile from their homes. Many of the people along the proposed cancelled routes work for the State, for the university, for the medical field and others and rely on the bus to avoid high parking costs and uncertain traffic. The proposed removal of service from parts of Walter, Hargrove St, Dennett Dr and Dempsey Road will pose increased commuter time and costs to the current ridership and will not add to the convenience to the prospective ridership along the proposed routes. Only keeping to Cottage Grove Rd and Monona Dr will not increase ridership. A large proportion of the residents in the existing apartment building in Royster Corners, as well as those who will move in to the building currently under construction at Royster Corners are and will be less likely to use public transportation during the current commuting schedule than



those who are along the current route. The residents in the mixed use developments as well as the workers and patrons of the library and businesses along the proposed route will benefit more from another bus route that provides day round, weekend and holiday service than the current commuter only service.

- Please accept my comments in lieu of attending tonight's public hearing. I have ridden the 38 almost every work day for 14 years. I am concerned about this change for the following reasons: 1. For customers that live further back on Dennett and streets that are near Dennett it is a 10-12 minute walk to either Walter/Atwood or the Cottage Grove Road stop. There are older people who use this route to get to work at UW or UW hospital for whom this would be a hardship especially early in the morning in the dark or in bad weather. 2. While I live fairly close to the Cottage Grove Road stop, the developer of the Royster site does a horrible job of keeping the ice and snow off the Dempsey and Cottage Grove Road sidewalks. The few times I needed to take (last winter) the bus that stopped on the other side of Cottage Grove Road I had to walk on Dempsey Road to get home. If the developer cannot keep them passable we will expect the city take care of this. 3. While the Cottage Grove Road and Dempsey intersection is better since it has been improved-- at rush hour and in the dark it is still very dangerous....cars fly through the yellow and red lights. At rush hour when it is dark in the winter folks will have to cross this intersection to get back into the neighborhood. This is a safety concern.
- I am unable to attend tonight's hearing, but wanted to register concerns about a few things:
 - a) I know that residents around the Hargrove/Dennett St area will miss the 38 if it moves. If there are enough objections to this particular change, I would prefer if you didn't move forward with it.
 - b) For my part, please do NOT close stops that will no longer be served by the 38 or 37 if they are still used by the 3, 16 or 31. Although it is not mentioned on the website, I am seeing signs attached to some stops that indicate they are slated for total closure. That's not good for this disabled commuter - I use the stops on either side of Walter at Hargrove (marked for closure) fairly regularly for the 3, 16 and 31, even if not for the 38! The same is true of the stop on Atwood at CGR (Pinney Library) that is used by the 16 and 31: the 37 will no longer use that stop under the new route, and so it has a "proposed for closure" sign. Why? Two other buses are still going down that route. Closures of stops that are still being used by other buses reduce the area's walkability and are not justifiable.



If this is not true and the stops are not being closed just because of the changes to the 37 and 38, please either change the notices to reflect the truth (e.g. "THE 38 IS PROPOSED FOR REROUTING AWAY FROM THIS STOP" rather than "THIS STOP IS PROPOSED FOR CLOSURE") or take them down.

c) I very much agree with the principle that buses that change routes throughout the day while retaining the same number are really, really confusing. The 3 and the 38 are both guilty of this. The worst offender is the 15, which goes to Deming in the morning and High Point in the off-peak period, with occasional services that only go as far as Sheboygan. I am not sure of the rationale for such a complicated schedule for one bus.

d) I would like to see a significant expansion in the 37's timetable. The current peak-time-only service is really threadbare.

- My family and I share our strong opposition to the plan that would remove Route 38 bus service from Dennett Drive. We support KEEPING the Route 38 bus in a manner that serves the Dempsey Road/Dennett Drive portion of the existing route for at least some of the weekday runs it currently has, perhaps alternating with the proposed route change. We live along the current 38 bus route on Dennett Drive, and this bus allows me access to my job on campus without the substantial expense of parking on campus. The alternatives to walk to Cottage Grove Road or Milwaukee Street or Walter Street would be a significant hardship for me due to a mobility limitation (arthritis). It is a substantial distance and time commitment to walk to a different bus line in any direction, particularly in inclement weather and after dark. The drainage ditch/railroad tracks that run parallel to Cottage Grove Road cause a substantial barrier for residents of the central portion of the Eastmorland Community who live north of the train tracks, such that we would need to walk several blocks out of our way to reach Cottage Grove Road. There is not a "cut through" to get from the central area out to Cottage Grove Road. There are only two access points to get beyond the tracks when traveling south by foot or auto: Dempsey Road and the portion of Dennett Drive that curves and intersects with Avenue. Thus, the proposed route change for the "38" bus would cause a large section of the community with insufficient Metro Bus service. This goes against the Madison's and Madison Metro's stated priorities to have a bus-friendly city in which people do not need to rely on cars to commute across town to campus. Please reconsider ways that Madison Metro can provide access for people in the new developments along Cottage Grove Road without TAKING AWAY bus service from a long-standing and successful Route 38 along Dempsey Rd/Dennett Drive. Thank you for listening and considering my serious concerns.



- I rely on route 38 to get me to and from work every day. The ease of accessing downtown and university locations is one of the reasons I chose to buy this house. It's part of what makes living here feasible and enjoyable. Moreover it's key to the value and accessibility of the neighborhood. Discussions are happening now about planning for development along Milwaukee street just to the north - it simply doesn't make sense to be pouring a bunch of money into establishing an accessible, safe neighborhood while simultaneously undermining the existing residents and infrastructure. Don't fix what isn't broken! Please keep this critical route running.
- I am writing to oppose the proposal to reduce the frequency of stops the #38 bus makes, particularly at the stop located at the corner of Maher and Davies. My husband and I use this stop nearly daily to commute to work and the the reduction of service would greatly impact us.
- My family and I share our strong opposition to the plan that would remove Route 38 bus service from Dennett Drive. We support KEEPING the Route 38 bus in a manner that serves the Dempsey Road/Dennett Drive portion of the existing route for at least some of the weekday runs it currently has, perhaps alternating with the proposed route change. We live along the current 38 bus route on Dennett Drive, and this bus allows me access to my job on campus without the substantial expense of parking on campus. The alternatives to walk to Cottage Grove Road or Milwaukee Street or Walter Street would be a significant hardship for me due to a mobility limitation (arthritis). It is a substantial distance and time commitment to walk to a different bus line in any direction, particularly in inclement weather and after dark. The drainage ditch/railroad tracks that run parallel to Cottage Grove Road cause a substantial barrier for residents of the central portion of the Eastmorland Community who live north of the train tracks, such that we would need to walk several blocks out of our way to reach Cottage Grove Road. There is not a "cut through" to get from the central area out to Cottage Grove Road. There are only two access points to get beyond the tracks when traveling south by foot or auto Dempsey Road and the portion of Dennett Drive that curves and intersects with Avenue. Thus, the proposed route change for the "38" bus would cause a large section of the community with insufficient Metro Bus service. This goes against the Madison's and Madison Metro's stated priorities to have a bus-friendly city in which people do not need to rely on cars to commute across town to campus. Please reconsider ways that Madison Metro can provide access for people in the new developments along Cottage Grove Road without TAKING AWAY bus service from a long-standing and successful Route 38 along Dempsey Rd/Dennett Drive.



Thank you for listening and considering my serious concerns.

- Comment on the plan to change the 38 morning route: the ability to board a bus on Dennet or Dempsey in the Eastmorland neighborhood is a strong and important asset to many residents. The other public transport options are walking out of the main neighborhood, across at least one busy street or train track to another stop and another route. Such places are the wast transfer point, Stops on cottage grove, or the stop at Walter and Atwood. For me personally, walking to any of these stops adds approximately 13 minutes to My commute each way on top of an existing 40+ minute commute to and from the University. Inclimate weather increases the extra walking time, as does any mobility issue. Several persons who board the bus on Dempsey or Dennet do indeed have mobility concerns, and requiring an additional 10-15 minutes of walking would decrease their access to public transit.

While the total number of riders who use the proposed cut stops is relatively small, they are consistent and regular users who's schedules and commutes will change Drastically as a result of changing the route. On top of this, a route through the neighborhood is a strong public amenity and draw to live and own in the neignirhood. Gutting this portion of the route strips the whole neighborhood of the benefits of accessible public transit.

Finally, as a graduate student, many of my peers are without access to vehicles and rely on this specific route to travel to my home. The additional time and effort it would take to walk from any of the further stops already deters them from traveling to the neighborhood on weekends when this route does not run. Alienating anyone from our neighborhood just because they do not have private transportation seems unjust. I urge you to reconsider closing the Dennet/Dempsey portion of Route 38. In the car this iis not possible, is there any ability to have it run hourly instead of bi-hourly? Thanks for your consideration.

- I will be impacted by the proposed restructuring of Route 38. This is the primary bus route I take for my daily commute to UW-Madison campus. Currently, my walk is approximately 4 blocks. The proposed change will add 7 blocks to my walk, if I continue to choose to use Route 38 instead of Route 3, which is slightly closer. I choose the 38 because it is a commuter route and more direct. I typically bike 3-4 days/week April - October and take the bus daily the remaining months. During good weather months I choose to get off the bus earlier and walk farther. In bad weather (heavy rain, ice, snow), I always choose the stop closest to me, which is scheduled to close. I have broken an arm on my morning walk to



the bus because my neighbors didn't shovel adequately. I try to keep Yak Trax with me during the winter, but at times have been caught having to slide my way on ice home from the bus stop. In addition, walking to my house on Buckingham Lane from Atwood and Walter requires me to cross Walter Street twice because of the lack of a sidewalk at certain points. In winter, when it is dark and traffic moves quickly on Walter Street, it is dangerous crossing one, much less twice. I value bus service and recognize that changing population dynamics are requiring restructuring. Nevertheless, it is very important to me to have the stop closer to my house in the winter.

- Please consider strongly NOT discontinuing bus route 38 that travels along Dempsey Rd. Dempsey is a main route helping people get to the grocery store, St. Dennis Catholic Church and will be for the new Pinney Library as well. There are numerous people who use this bus route every single day. This area continues to be a desirable area for new young families because house prices have been reasonable. Part of that desirability is due to the accessibility with the Bus routes and the bike paths. I feel taking away this bus route would hurt the area. Thank you for your time.

Route 38 (service removal from Dempsey, Davies and Buckeye Rd.)

Con:

- I would like to comment on the proposed reduction/removal of service on Davies and Dempsey St. I ride the 38 to and from work at UW-Madison. I normally board and exit the bus on Allis and Turner. However, the bus is quite limited it only runs once every 30 minutes during peak hours. When I am not able to catch the 38 bus on Allis and Turner (for whatever reason) I walk to Davies and catch the 38 bus that starts at Monona and Buckeye there. Thus, this proposed reduction of service would further reduce the transit options for me. This reduction of service seems short-sighted, given that this neighborhood has seen many recent home sales, with many young working people moving here (including me, 4 and a half years ago). This is one of the more affordable neighborhoods in the city to buy a house, and luckily there is a bus line connecting it with downtown. Reducing service would make the neighborhood less desirable and would surely make it more likely that people who live here and work downtown or on campus will drive more, which runs counter to the sustainability goals of the city. Rather than reducing service, if you wish to re-route the bus off of Buckeye and Monona, I suggest that you run the bus once every 15 minutes on the full route from Frontage and Pflaum, so that you



do not leave the younger working people who are increasingly moving into this neighborhood with less opportunities to take a more sustainable form a transportation. Perhaps if the bus was more frequent in this neighborhood (and if it ran during times other than peak hours), even more people would choose to take the bus. Side-note: the low ridership on the east/south-bound stops is because this is near the end of the line and people are not boarding the bus, but they ARE using those stops to exit the bus.

- Hi – Currently Route 38 runs “peak times” only – what I’d consider “getting to and from” work hours and I rely on being able to ride the bus to and from work. If need to leave work early, or come to work late, I have to make other transportation arrangements, as the 38 bus does not run regularly during off hours. Part of the reason I purchased my home was the convenience to Metro transport. As a city employee working downtown, driving every day is not an economical option. Driving is also discouraged as public policy. And, I prefer to support mass transport when it’s available. I respectfully request that consideration be made to not reduce the service provided at EB stop #7475 (Davies and Maher) and SB stop #7670 (Dempsey and Maher).
- I would like to request keeping the Rockwell/Dempsey bus stop for route 38. I use this stop to go to and from work and with two kids the additional time required to get to the new stop would make it much more difficult. Additionally, there are a lot of people on my routes to and from work that get on and off on Dempsey and Dennett Roads and I think the changes would have a pretty significant negative impact on people’s lives. Thank you so much for your consideration!
- I am writing concerning the proposed elimination of the route 38 Buckeye Rd. and Monona Dr. layover point, as well as reduction of route 38 service along Dempsey and Davies. As service along these streets is critical to my family's daily commute, these proposed changes would negatively impact our access to public transit. My husband and I recently moved to the neighborhood and are full time students at UW-Madison. As parking at the university is prohibitively expensive, we currently rely on the 38 bus from Buckeye and Monona for our daily commute. When looking to buy a home in Madison, we chose this neighborhood because of its affordability, as well as its access to public transit. Since the ride to campus is relatively long (about 45 minutes) reducing service to our neighborhood would greatly inhibit the flexibility of our commute. Moreover, we know of several families within a 5 house radius of us who are either students of the university, employed by the university, or both. We ask the commission to please consider sustaining frequent route



service in this area in order to avoid hindering access to our places of work and education.

- Dempsey rd loop in peak hours needs to stay I'm a rider every day in the winter. And I don't feel comfortable walking in the dark from Walter or the east transfer point. In the summer us in the neighborhood ride our bikes. I am writing with my thoughts on the upcoming proposed route changes, particularly route 38 as well as bus stop removals that affect route 16. I am writing to you because I will be working during the time of the public hearing and unable to attend. I live at 5004 Buckeye road and will be affected by these changes. I have mixed feelings about these changes although I understand that they are often necessary to be more efficient and serve the most riders. These changes will leave me with one route option, route 16. Although I don't use this route often, my main issue is with the proposed changes to route 38. I am concerned that the changes may increase the number of students on the route 16 buses. I can tell you from experience that a bus full of students is a VERY unpleasant experience. Apart from being extremely loud, rude (as when there is only standing room on the bus and sometimes as many as five seats will be occupied with a student's backpack) and vulgar, it is difficult both getting on and off the bus. My other concern involves stop closures along Buckeye Road, particularly stop number 7328 at Buckeye Road and Turner avenue. There is a proposed stop closure sign on it. In fact, there appear to be stop closure signs on ALL of the eastbound stops on Buckeye. I STRONGLY object to this stop being closed. I use this stop EVERY DAY to get me to the east transfer point to go to work. I also use it to get me anywhere on my days off. With the proposed removal of routes 37 and 38, this is my only option. I also object to this stop removal for health reasons. I take two medications for a heart condition, two of the side effects of my medication are fatigue and excessive sweating. In the summer I am usually drenched with sweat and tired from my trips outdoors. In the winter I am thankfully not sweating, but quite worn out from navigating unshoveled sidewalks, piles of snow and ice. I have no idea what an alternative stop would be, since there appear to be no alternatives listed online. I know the stop at atwood and cottage grove road appears to be unaffected but now it is a very rare occasion that I will walk the mile down the hill as I did in the past. I hope you will seriously take my concerns into consideration. Bus service for me is not a convenience but a necessity.
- Hi, I saw the signs saying that you were proposing to close this stop and I thought I should put my two cents in. I'm a student at Shabazz City High School and this is the stop I have relied on to get there. Depending on what other routes and stops will still be open could put my ability to get to



school in the early morning. I am a graduating senior this year but i do know several people around me who get to school this way.

- 4205 Elinor St. Use for route 38 bus stop 7399 5:40 AM and 7490 to arrive back home 3:40 PM to get to work and back home. See flyer on bus stop sign at these locations saying service may be cut. Would like to say that these are convenient bus stops for me and it would be a hardship to me if these were cut. Cannot attend 11/28/2018 meeting.
- I am a graduate at the University and I use the number 38 to get to and from school. I have taken the bus at many different times in the morning and in the evening and here are always many people in my neighborhood that take it as well. I just purchased my house in June because it is at the corner of major and Davies, right on the number 38 route. The fact that the house was located on the route played an important factor in purchasing the home. I know many people prefer to be immediately accessible to the bus line. I think it would be a travesty if the service became more limited or if it was redirected.
- Please don't remove this route segment. I am one of the 7 average daily riders at stop #7829. While I understand the desire to increase the routes on CG road due to the new development, you are removing some riders ONLY option for commuting downtown/campus by bus. Busing is an affordable option for me, but only if it's reasonably convenient. I will most likely just drive to work if the rte is removed because adding time to my bus commute and risking additional hazards walking in winter and at night to get to and from CG road arent going to be worth it. Thank you for listening. I've been a metro rider for 18 years.
- A bus every 15 minutes on Davies during morning rush hour is wonderful. The bus is consistently full before it reaches downtown. Please don't switch this to every half hour. Losing the Buckeye/Monona Drive stop (that I most often use) is less of a concern to me than losing the frequency.
- Please do not eliminate or reduce stops on Dempsey/Davies or Buckeye Rd. Our neighborhood needs these bus stops.
- As a resident of the Lake Edge neighborhood served by route 38 (Buckeye and E. Lakeview), I would like to ask you to maintain the current level of service. Reducing stops and frequency would reduce ridership, and bus access to our neighborhood is already limited. While my family relies most heavily on bikes for transportation, cars and bikes are not an option for all of our neighbors or all of our weather patterns. Please



maintain and increase busing access for the Lake Edge neighborhood.
Thank you!

- A bus every 15 minutes on Davies during morning rush hour is wonderful. The bus is consistently full before it reaches downtown. Please don't switch this to every half hour. Losing the Buckeye/Monona Drive stop (that I most often use) is less of a concern to me than losing the frequency.
- I would like to leave feedback on the proposed route change for route 38. I use that route to get to and from work almost every day and would prefer it stay as is. I am willing to walk to Buckeye or Cottage Grove road if I have to but I would really appreciate it if the frequency (every 15 min) stays the same. If I am reading the maps and proposals correctly, I think that is already the plan but I may be misreading things. I am going to the hearing to make sure I understand what is happening. See above. I want to leave feedback on the proposed route change and I plan to attend the hearing to make sure I understand what is going on.
- I'm opposed to reducing the stops/frequency of stops along the eastern part of buckeye rd running down Davies. The transportation system needs to better serve the Lake Edge Neighborhood for current and future residents.
- DO NOT accept the Reduction of Service along the Buckeye to Davies to Dempsey Rd. Residential Corridor! Understand adjustments need to be accommodated for Buckeye Road Construction. Lake Edge Boulevard is updated at Buckeye Rd./Lake Edge Boulevard through Maher Ave. SPEED BUMPS are irrelevant and moot due to Buses should not/will not be going fast anyway. Metro seemingly wants to ONLY be on Main Travel arteries, as all other daily commuters, is selfish short sided thinking. METRO is Adding to City traffic congestion on travel arteries and not help serve city of Madison residence by bypassing residential neighborhoods. Seems to me and I don't understand Madison Metro's perceived Business Plan Practices is, "Let's disenfranchise and Not serve the actual Folks in Madison that use and could possibly use METRO in the Residential neighborhoods.
- This feedback is for the public hearing to be held tonight, 11/28/18 in reference to the Proposed March Changes to Routes 37 and 38. I think you are making a big mistake by removing services on the following:



Route 38 - Proposed service removal from Oakridge Ave. between Division St. and Atwood Ave.

Route 38 - Proposed removal of service from segments of Walter, Hargrove St., Dennet Dr. and Dempsey Rd.

Route 38 - Proposed removal of service from segments of Dempsey Rd., Davies and Buckeye Rd.

This bus is a commuter bus that services many commuters in this working neighborhood who rely on public transportation to and from work during the peak morning hours who cannot access other routes easily. For some, this may be their only option to work. Some of these folks work at the some of the largest employers in the city, myself included, UW-Madison, UW-Hospital and many City of Madison Buildings and choose the bus for various reasons but the biggest being parking spaces and cost!

If you remove the above proposed routes, you are eliminating a large proportion of commuters who cannot rely on other routes. I understand wanting to increase ridership to/from the new Pinney Library and I am in support of that however, not at the expense of the Rte. 38 Commuter bus.

Why not add another route/bus # that services the new library and proposed businesses, residential areas and keep the commuter Rte 38? Inside of having 2 different Rte 38 buses, which admittedly is confusing, why not combine into one? So as the commuter time ends that route will change over or perhaps another bus route is serviced for the many proposed businesses and new Pinney library since they would not even open until 9am or later, which is around the time the commuter bus ends essentially, why not restructure rather than eliminate?

Many in the neighborhood who use this route, if eliminated, will be forced to either to walk farther from their homes in possible unsafe times (i.e. early morning/evening darkness), might have health issues prohibiting them from walking the extra distance, will navigate risky traffic patterns or will end up driving to work causing further parking and traffic issues in the city of Madison.

Additionally, the ridership numbers presented baffle me and seem a bit disconcerting from what I have experienced. Are the numbers averaged and if so, how? As mentioned above, many in the neighborhood use the commuter bus primarily for work transportation both in the morning and in the evenings. Often times, especially in the evening, the buses are so



crowded that safety becomes an issue for both for driver and passengers alike why is not an extra bus dispatched?

- I am writing to support keeping the alternate route 38. I live right off of Dempsey and this bus is the only real option for my wife and me to take to work when we can't bike. I admit I am not adding a lot of revenue with my fares, but I think eliminating this route would eliminate the few fares I do contribute and impact a lot of other people who depend on it more as well as others, like me, who use it in times of infrequent need. I hope it is possible to keep this route, and I promise I will ride the bus more this winter.
- I live in the Lake Edge neighborhood and am very concerned about the proposed reductions and eliminations to the 38 bus route.
 1. The reductions on Davis-Dempsey concern me. I get on at Gary & Dempsey #7399 and get off across the street. I get on anywhere from 7:45 – 8:15, but it can vary to boarding at 7:30. I get off near the park around 5:30 or 5 pm.
 2. The elimination on Buckeye is a big concern. Both of these routes are what allow the Lake Edge neighborhood to have transit downtown and all the way to campus or beyond. I ride these routes to work. I would ask that our neighborhood not receive cuts in these areas. Public transit serving Lake Edge is an important part of what makes our neighborhood have value!
 3. Cutting the Oakridge stops is another problem. A lot of riders board on Oakridge. Boarding on Atwood is a lot farther, slower and not the same – it is less convenient and will slow down the route which will be clogged in commuter traffic, and will also slow down commuter traffic on Atwood.

Thank you for considering this. In sum, please keep the Davies-Dempsey schedule as-is (every 15 minutes), save the Buckeye stops, and save the Oakridge stops. Thank you for your service!
- This is a response to proposed reduced stop service to the Davies and Major stop on Route 38. I use the latest bus time (~9:08am) for work regularly, please keep this time!! Similarly I return home via the 38 typically leaving work 5:30pm (Johnson and Mills stop), so the later routes are very helpful and conducive to my schedule. Thank you.
- I wanted to make a statement in opposition to the proposed changes to routes 37 & 38. I board the 38 daily at the Davies/Buckeye stop and use it to commute to my job on the UW Campus. The bus is the most economically viable way for me to commute to and from work, and the convenience of the Davies street stops were a major selling point when



my wife and I decided to purchase our home on Hegg Avenue three years ago. In fact, if there wasn't such a convenient option of bus to and from work, we probably wouldn't have considered purchasing the home. I know there are several others who also board/depart the bus on Davies street, and who consider the stops to have a positive impact on our neighborhood. I would urge the powers that be to keep the stops on Davies Street as-is.

- I am writing to express my opposition to reduced service on Davies and Dempsey Roads specifically for the 38 bus. The proposals just say "reduced service stops." I wish I had more information such as the proposed reduction in the number of service stops and the time range that the service will cover. The route is important for residents to get downtown and to campus for work. While juggling parenthood and full-time work it's good to have options. Reducing service makes riding the bus less efficient and can have the effect of reducing ridership.
- I highly encourage you to keep at least a few stops open on Dempsey and Davies. Many of us who ride the 38 are commuters and already walk at least a half a mile to get to our stops. By having us going to only Cottage Grove road, that may add another half mile and will result in fewer riders. Some of us have occasional physical limitations, not enough to warrant paratransit, and adding this further distance will make it very difficult to get to work. I understand the need to reduce some stops, but please to do eliminate them. Have you considered keeping the stop where Dempsey turns into Davies? Keeping that stop, plus one at each end (Davies and Buckeye; Dempsey and Cottage Grove Rd) will help with your concerns, but also allow us commuters who do not have an easy path to Cottage Grove Road to keep riding the bus.

Mixed:

- In regard to the public hearing about changes to the bus route 38 on 11/28/2018. While it is not stated in the 3 options, I have heard that the changes will also include reducing the number of times the 38 would run. I do not support reducing the number of buses. Running at least every 30 minutes during the morning and evenings should be kept. I feel that the hours in which the 38 runs should actually be expanded.
- A bus every 15 minutes on Davies during morning rush hour is wonderful. The bus is consistently full before it reaches downtown. Please don't switch this to every half hour. Losing the Buckeye/Monona Drive stop (that I most often use) is less of a concern to me than losing the



frequency.

Route 38 (service removal from Oakridge Ave. between Division and Atwood)

Con:

- Your proposed changes will impact the time duration off my commute. By going down Oakridge the bus misses several stoplights and does not have to wait for trucks backing into Schoeps on Division St. I understand the split routes cause confusion. Maybe this could be solved by education. Teaching riders to look at what is displayed on the bus menu. Or given out to folks who use your rider app on phones. I saw the data about average riders on the Oakridge service and am interested in what time of the year you did your survey. I have been riding my bike since March and will start riding the bus in November again. When I ride during the winter between 7-8 am we collect many riders who get off at the capital. I am also concerned for these riders who will have to cross Atwood for the inbound route which is already a busy street with parking on each side. I would also like to see your proposals for the bus during construction on Buckeye Rd since that will directly impact where I get the bus.
- Please do NOT close down route number 38. It is a major commuting line for my wife and I to the University. (And many others) We live on Oakridge Avenue and this saves gas and makes our commute easy, rather than drive down to campus or walk a significant distance to another route. Parking on campus is nearly impossible and much more expensive than the bus. I recall several years ago when the same thing happened to line number 11, my main line to the UW. It caused a lot of disruption. Please do not make this mistake again. I would rather see a slight fare increase, or the elimination of a later time on this route. (I believe I see the bus going past my house at 7:15, for example. Is this necessary?). I would rather see the UW subsidize the bus. They can afford it.
- I am writing to raise a few concerns about the proposed route change to the 38 bus. I live on Welch Avenue near Olbrich Park and work at the university and use the bus most days to get in. I admit that the incredible proximity to the bus stop was a selling point to my wife and I when we bought our house and the route down Oakridge has proven to be extremely convenient. I am, obviously, not happy to hear about the proposed change. My main concerns are the following - Safety for me.



By moving the route to Atwood-only, I would need to cross Atwood each morning during rush hour to reach the stop near Olbrich Gardens or on Garrison. Neither of those intersections has a stop light and traffic on Atwood is dangerous for pedestrians. My family and I have, on numerous occasions, stepped into the Atwood crosswalk after a car has stopped in the near lane only to have another vehicle blow by us completely unaware (even while my little girls wave those orange flags). I frankly am uncomfortable trying to cross that street when the volume of traffic is so high so would have to walk down to the light at Fair Oaks, I suppose to cross safely - which definitely detracts from one of the amenities that attracted me to my home - which was nearness of a bus stop. - Safety for my daughters. In the next couple of years, my two daughters will start school at O'keefe and. frankly, I was comforted knowing that one option they could have for getting to school was the city bus and was looking forward to getting a pass for them. Under your proposed changes, that won't be happening, as there is no way I'll let them try to cross Atwood in the morning to catch the bus. I realize that you have very good reasons for proposing this move and that the numbers are what they are and that our neighborhood may not prevail in keeping this line. If that should be the case, I offer the following suggestions:

- Add more stops on Atwood. Currently, my only options for stops on the way home are at Elmside and down by Olbrich Park. Something between the two would be preferable although perhaps not possible due to traffic.
- Ask the city to make Atwood safer. The current situation of a neighborhood separated from the Botanical Gardens and, soon, Garver Feed Mill by such a busy street with no good way to pedestrians to access those locations is problematic and adding in foot traffic trying to get to bus stops during the busiest times of the day adds another wrinkle.

- I am writing because I am an Oakridge avenue resident and use stops 1556 and 1287 on a daily basis, but see they are going to be eliminated. I cannot attend the public hearing due to a work conflict. In the 10 years that i have lived on this block, quality of bus service in my area has plummeted. The 10 used to come to Division street, it no longer does. The morning 38 no longer goes along John Nolen drive - there is no way to bypass downtown. This has added significant time to my commute, and there has been no corresponding improvement in service for me. Now I see there is going to be complete elimination of service along Oakridge, despite the fact that those who live along Atwood already have numerous options. Now they will have even more and I will have none. Why can't the morning 38s (at least one of the two routes) take John Nolen, thus saving loyal bus riders hours of commuting time per year? As a loyal bus rider, I cannot understand why the quality of my service has been reduced so many times over the years.



- I am writing to request that route 38 westbound remain running on Oakridge Avenue between Atwood and Division. I (and many of my neighbors) have been taking this bus to the UW campus for over 15 years and changing the route will be extremely inconvenient. As a homeowner on Oakridge Ave. I do not find the bus at all disruptive given that it only runs in the mornings and evenings during the week.
- I am opposed to the discontinuation of the bus 38 on Oakridge Ave. I don't think fewer routes is a good way to promote bus use. I am also looking for more frequent bus service on the weekends from my neighbourhood to go downtown or to the UW hospital. A lot of people work at the University hospital/WIMR on the weekends, and it is pretty impossible to get there via bus from the near east side. And I am also wishing for better quality buses.
- I am strongly opposed to removing the oakridge route of the 38 bus. I am writing to strongly oppose the elimination of bus service on Oakridge Ave. I use this bus service on a nearly daily basis. Eliminating this bus service will pose an additional hurdle for me to get to work on time. As a public servant, I rely upon this service to get me to and from my job serving the City nearly every day. Additionally, the proximity of this service to Lowell Elementary means it is used by parents after they drop their children off at school in the morning. Having a bus route on the south side of Atwood Ave means that parents can drop off their child at Lowell and not have to worry about being able to cross Atwood in time to catch the next bus. I urge you to reject this proposed change and maintain service along Oakridge Ave.
- I am writing to comment on the Route 38 proposed service removal from Oakridge Ave. between Division St. and Atwood Ave. As a commuter for the past 14 years in the neighborhood, I am surprised at the suggested removal of this specific part of the #38 route. I ride the bus primarily during the winter months and the bus frequently fills as we pass through the neighborhood. I would urge Madison Metro to reconsider removing service from Oakridge Ave. between Division St. and Atwood Ave.
- Keep 38 routes the same. We need service in all the residential areas, so alternating routes make sense.
- I am writing regarding the proposed route 38 service removal from Oakridge Ave. between Division St. and Atwood Ave. I use this commuter route most weekdays in the winter months, and I would be sad to see the Oakridge corridor disappear. I also question the reasons for the change:



(1) Low Ridership. The Oakridge boardings appear to be only 15% lower than on Atwood*. (2) Confusion. The 38 is a commuter route and most riders are regulars who have access to the schedule. Posting the schedule at each stop would help if confusion is a concern. (3) Reduced service frequency in each corridor. Enacting this change would result in zero service frequency for the Oakridge corridor. Like everyone, I'm busy and lazy. The extra time to walk to the Atwood corridor means that I would be that much more likely to get in my car adding to the congestion on our streets and damage to our environment.

- Feed back on Reasons: Via Oakridge service travels through residential area that has less development and low ridership. Proposal shifts service to higher density and ridership area, which with additional mixed-use projects in the works, has the potential for even higher ridership. We have lived close to oakridge for over 20 years, yes it's a residential area the residents who live there ride the bus during 7 am - 9am there seem to be riders getting on and 60% of stops on Oakridge. Is this low? Metro's Transit Development Plan (TDP) recommends against routes that alternate trips between two different areas due to this being confusing and reduces service frequency in each corridor. This could be solved by re numbering the two different routes 38a 38b. The TDP also specifically recommended eliminate the "via Oakridge" via as a mid-term goal. In addition, speed humps and narrowness of street cause operational issues that can delay service. Speed bumps and the width of the street have never caused delays when I have ridden this bus. NEVER. this seems a weak argument. One question I would like to ask if I could be present. Would moving this rout on to Atwood offer more busses on this route? like 3 or 4 times an hour during peak 7-9am. That would be a better service for riders.
- I read about the proposed service removal from Oakridge Avenue between Division St and Atwood Avenue. I read that it was done because of low ridership. This surprised me because the 8:15 bus usually has 3-4 people at the stop by Miller avenue and Oakridge. This is about as large as most of the stops east of Capital Square (except for one large stop at Baldwin & Jennifer). I think it has the same number of riders on average as the stops one Atwood. So I think the ridership is as high as other stops on the same route. Do you have statistics showing much lower ridership on these stops than the stops on Atwood? I also heard a concern about confusion. First, this bus only runs during commuter hours and so 90% or more of the people are regular commuters. Also, it is only about 3-4 blocks from the other route so if one gets on the wrong bus, it's not a big issue. (People are sometimes confused by the local vs. express, but that is unchanged by this proposal). Finally, I read a concern



about residential streets. Oakridge is indeed residential. But so is Division and Rutledge and Spaight and Jennifer and most of the streets on the east side. Oakridge isn't more residential than the other streets. So, the only reason to do it seems to be a general disinclination for split routes because they are more complex. I urge you not to let that general rule apply here. Because the route has high ridership. So if it's not broke, why "fix" it?

- Please do not make changes to the route...how will I get to work? The city wants us to ride then bus to save on downtown traffic congestion and then tries to remove the bus routes, which will then cause me to have to take my car...Please do not remove the stops!
- I write to ask you please not to change the route for the 38. To change the route makes it much farther for those in the Oakridge neighborhood. Also, the return on John Nolan shortens return route times considerably for all those working at or near the University or the hospital area. I and others already miss the old number 10 route. It seems unjust to keep depriving our neighborhood of popular routes. I love the bus and hope you will count me among those who would like to keep the current 38 route structure.
- Dear Metro and City of Madison:

I write to strongly object to the proposed changes for the #38 route, particularly the proposal to eliminate buses on Oakridge. I have a work event and am not able to attend the public hearing. I have spoken with several other neighbors and bus riders who also have conflicts but agree that the Oakridge route should be maintained. I've responded below to your rationale for the changes:

* Via Oakridge service travels through residential area that has less development and low ridership. Proposal shifts service to higher density and ridership area, which with additional mixed-use projects in the works, has the potential for even higher ridership.

Yes, one version of the 38 bus travels through a residential area, and residents of the "Circle Park" neighborhood (between Atwood and the lake, between Olbrich Park and Division) that I have spoken with strongly prefer to keep the bus on Oakridge. In fact, I've learned through discussions with my neighbors about your proposal that many neighbors, like my husband and myself, moved here because of the convenient route. We purchased our home 22 years ago with this a key variable, knowing we would want to have easy access to public transportation as



we age and can rely less on biking, walking and even driving. Looking at real estate and rental listings, the Oakridge route continues to be a “selling” point, and one of the things contributing to our high property values (and correspondingly high property taxes, which contribute to Metro).

Many residents in our neighborhood work for the city of Madison, the State or the UW; if there is low ridership it is likely the busses that reach downtown or campus before or after the standard window for the start of the workday. I regularly ride a bus that departs Oakridge at Maple ~7:14 am. On many an occasion, I fill one of the last open forward facing seats on the bus and we are standing room only by the time we get to Rutledge. If that is low ridership, I fear high ridership as I already battle with overstuffed backpacks and swinging water bottles in my head on a daily basis, not to mention the challenge to disembark when the bus is jammed packed.

Your data indicates that ridership along Oakridge averages 43 boardings a day, 37 of which are the “inbound” morning route. Looking at boardings for the #38 that travels along Atwood, the overall daily average is slightly higher but based on 6 stops rather than 5 along Oakridge, so the average boarding per Oakridge stop is actually higher.* The core of the problem is that the riders tend to all group around a few buses that all need to be downtown or on campus in a small window; it would make more sense to run some of the extra buses that start by Jenifer Street Market in the ½ hour before they currently start, and start them further east (e.g at Olbrich Park).

Increasing the buses on Atwood for the new Fair Oaks development and other is probably a good idea, given the new developments in the area, but eliminating buses on Oakridge should not be a requirement, and may even cause more overcrowding. The Oakridge passengers would add to the current Atwood ridership as will new demand from the new developments.

Another concern is getting to the north side of Atwood for the westbound stops that shifting to Atwood only bus would require for those of us who live south of Atwood. There are very few lighted crosswalks across Atwood, and it is dangerous to try and cross in rush-hour traffic. Twice when I have tried to ride the Atwood bus, I have been nearly hit by a car when crossing with a light at Maple/Fair Oaks/Atwood (where there is even a crossing guard!) I have actually been grazed by a car running a red light (and have reported these incidents to police). I have also been



on the wrong side of the intersection when the bus goes through (early), not wanting to risk my life trying to cross the street to catch it.

* Metro's Transit Development Plan (TDP) recommends against routes that alternate trips between two different areas to reduce customer (and driver) confusion. This also reduces service frequency in each corridor. I do not think that regular riders (and well trained drivers) are confused by the different routes. If this is a sincere concern, however, an easier and more amenable solution to reducing confusion is to rename the routes. The argument to change based on confusion is also inconsistent. You already have the #3 bus that both overlaps with the 38 for significant portions AND has two separate / alternating versions, but there is no discussion about the confusion that might cause or eliminating parts of that route due to confusion

- Have you instead considered eliminating the #38 on Atwood instead, (where riders can catch the #3), and eliminating the #3 that goes down Division?

* The TDP also specifically recommended eliminate the "via Oakridge" via as a mid-term goal. It is unclear why the recommendation was made and with what community input. Also, the current proposal actually only sites a portion of the recommendation from that report, and the reason for that is also not clear. This isn't an argument in and of itself especially if you are not fully citing the recommendation (which states "Rerouting Route 38 from Jenifer Street to East Washington Avenue would reduce travel times, ease overcrowding, and increase reliability.") The omitted part of the TDP related to the #38 is actually the part that makes more sense to me, so a counter proposal I have to eliminating Oakridge (and the earlier parts of the route slated for removal) would be to create an express route, called the 39 or another unused number to avoid confusion, which would follow the #38 Oakridge route until Baldwin (which, again, the bus I usually ride is more than filled), and continue out onto Willy Street, with the next stop at Red Caboose (Stop 1480, where several parents who drop children), make the 3 more stops for city/state workers (1230, 1486 and 564) then no more stops until campus (starting again around stop 568 where workers need to again get off the bus) to bypass the most problematic stops along Broom that continue to dangerously overfill the busses. This would only need to run about 4-6 times in the morning westbound, and again a similar express route back eastbound in the evenings, when students leaving campus overfill the bus until Bassett. Running an express route that bypasses the heavy student areas might also allow you to save time and hit the square for all evening, eastbound busses (limited stops, e.g. 791, 1101 and 1737) which would really address the



complaint I hear most, which is that neighbors who work on the square and take the Oakridge bus TO work in the morning, can't take it home again in the evening. I strongly prefer the John Nolan route because of extra time going to the square takes (see below; I actually get home later by taking a bus that leaves 15 minutes earlier...), but if you had an express route that bypassed Bassett and Jennifer, it might be worth it. * In addition, speed humps and narrowness of street cause operational issues that can delay service. I have been a bus rider for over 20 years on the Oakridge route and have never experienced delay of service due to the speed humps or narrowness of the street. In fact, I have timed the routes and the Atwood version ALWAYS takes longer, both because it is longer in distance and because there are 3 stop lights along the way. If I have the misfortune of boarding a bus that goes on Atwood rather than my preferred Oakridge, I am 100% sure it takes longer eastbound as well. By the time I approach my home on Maple, walking from the Atwood stop, the #38 that leaves campus 15 minutes later and travels up Oakridge is passing the Oakridge/Maple stop. In other words, it would make more sense for me to wait around and take the Oakridge bus to save time. If you eliminate the Oakridge, I will need to leave work earlier in order to get home in time to take care of family needs at the same time I do now. This will not be easy for me. PLEASE do not eliminate the Oakridge route. I recognize that my comments here are long and perhaps overly detailed, but I rely heavily on the bus and it will cause me considerable challenges to not have the bus on Oakridge. In fact, it will probably cause me to drive, at least half way to campus, which will cause other problems for the city and campus such as a lot of additional parking congestion.

- I believe it is a very bad idea to eliminate bus service on Oakridge Ave on the 38 route. This is the only service provided on that street and it will cause hardship for those bus riders around Oakridge and near the lake. It seems clear to me that the primary reason for eliminating service here is expediency. Metro wants to move buses as efficiently as possible, get from point A to point B on schedule. That's a laudable goal, but it should not be done at the expense of service to a part of the city with long-time faithful ridership. One rationale for moving the service was that alternate trips are confusing. Confusing to who? I don't think so. Metro has alternate trips on other routes with no problem and this has not been a problem for the 38 route. Another rationale was narrowness of the street and speed humps. Really? Maybe the bottom line here should not be efficiency and driving ease. Maybe it should be providing decent service to all areas of Madison, particularly those areas where the residents truly value and use mass transit. Thank you.



- I'm strongly opposed to the proposed elimination of service along Oakridge from Atwood to Division. I routinely take route 38 buses at a stop on Rutledge Street. I fear that given the rationale stayed for the Oakridge service elimination especially the statement that this is an interim proposal means that there will be a future elimination of service along Rutledge. I purchased my home on Spaight Street specifically because of its proximity to the bus line. I am blind and the service along Oakwood/Rutledge is my primary method for getting to work and back home as well as to events downtown. The reduction of route 3 service on the weekends along this corridor has already limited my access to weekend activities in downtown. It is not an acceptable alternative for me to catch the bus on Winnebago as it would mean crossing an extremely busy and dangerous throughfare. In the winter the increased distance to the bus stop on snowy and icy sidewalks would pose an additional hazard of access. If Metro wants to increase service on an already well utilized route, I suggest it would be better to create a new route to serve that area rather than reducing the service along an already busy corridor. The 38 route is already a limited route running only during commute periods. As it is, The bus both ways is almost always full. I fear that running more routes down Division will create the likelihood of service delays on the west bound morning routes due to conflicts with trucks loading and unloading at Shoepe's factory. I understand that some home owners along that corridor are unhappy with bus traffic along Oakwood. However, they knew of the bus service at the time of their purchase and they should not be permitted to reduce service to others who specifically bought houses because of that service.
- Greetings, I am writing today to give my feedback about the proposed changes to Route 38, specifically the portion that travels along Oakridge Avenue. I am not in favor of the change. I own a house on Oakridge Avenue and one of the factors that went into that purchase is that the bus route was near-by for my daily commute. I ride the bus daily, to and from the University. I really dread the idea of walking to and from Atwood Avenue each day. The streets between Oakridge and Atwood are not well lit. I am starting to have some mobility issues and can tolerate the short walk to my current bus stop. If the route changes off of Oakridge, I will seriously consider paying for parking at the University and driving to work each day. Thank you for your consideration.
- I would like to voice my support for continuing route 38 along Oakridge. I ride this bus 4 days a week in the winter, and it is wonderfully convenient for me to do so. My bus stop at Oakridge and Maple frequently has 5 or more people there each morning. I don't think that the switching from Atwood to Oakridge is confusing for most riders, and all we have to do is



ask the driver if we have questions. Please reconsider and keep the route going on Oakridge.

- Keep 38 routes the same. We need service in all the residential areas, so alternating routes make sense. GET AN ASSIGNED DRIVER and stop having it be a new person every day.
- Please do not make changes to routes 37 and 38 that reduce accessibility to services for those within the Lake Edge neighborhood. Many of our neighbors, including us, moved here because there is bus service, it adds value to the neighborhood. If use is a concern, it's likely the neighborhood would use it more if it were more accessible, not less. I personally wish these routes were available at more times than simply "peak." It would be great to see metro transit focused on making the bus system easier to use for those of us outside of the Isthmus who have service jobs or who work non-traditional/off-peak office hours.
- I am writing to express my opposition to the proposed discontinuance and reduction in service for the 37 and 38 bus lines. The proposed discontinuance would end service to large institutions—a public school, church, and businesses—and reduction in service would further isolate an already underserved neighborhood. Ridership cannot be increased when stops are even less frequent than they are now.
- I am a 5 day a week rider at stop # 1484, I would use outbound #1191 if it went via the square. (many others would too probably) This morning 7 people were at my stop - only one other knew of hearing. I regret not campaigning more to the other riders. A rider living on Lakeland (a block further from Atwood) was disappointed. There are a couple family riders with toddlers that would appreciate keeping the Oakridge Route. I think the change is considering bus driver convenience more than rider service. Thank You.
- Please please please keep the 38 going through Lake Edge

Pro:

- Eliminating the Oakridge route 38 seems a smart move. I do not take the 38 when it travels on Oakridge, as the walk to my house is too far. I'm several blocks off of Atwood toward Milwaukee Street, so I use only the 38 that runs on Atwood. Further, it has never seemed sensible to offer two 38s, two 10s, and so on, when the routes are not identical. That was flawed thinking from the start. I made many mistakes when I needed to take the 10, going east after work. I won't bore you with details; suffice to



say that I did complain to drivers and they completely understood my frustration. If you need a new route, give it a new number!

- I am writing to support the proposed changes to Routes 37 and 38 as long as the number of buses on the route does not change (or increases). The 38 commuter is standing room only when UW is in session.
- I'd like to register my support for the proposed changes to Route 38 in March 2019. I think eliminating the Oakridge split route, the St. Dennis campus loop, and Buckeye Rd loop make the most sense given the ridership numbers. And to bring the Layover point to outside of the new Pinney Library site makes a lot of sense to serve the greatest amount of customers with an integrated destination. I support this efficiency proposal from Madison Metro. Thanks for the opportunity to give feedback.
- I'm disappointed to see that Madison Metro is withdrawing the change to remove the Oakridge portion of Route 38. Bus routes should be efficient and run through denser population corridors, when possible. This will help make bus travel faster and more predictable, in turn helping to encourage people to travel by bus instead of car. I urge you to not withdraw this change but instead move forward with it. Thank you.

Mixed:

- I know that you are accepting feedback on changes to routes 37 and 38. I would just like to comment that I think more frequent stops on Atwood for route 38 would be beneficial. The buses I take are very busy and it is sometimes you ride with people falling into you because there are so many standing.