

CITY OF MADISON ACTION ITEM DETAIL – January 17, 2024

ACTION TITLE: Metro March service adjustments

PRESENTER/CONTACT FOR QUESTIONS: Metro Transit, Sean Hedgpeth

ACTION SUMMARY:

Approve limited Metro service adjustments scheduled to go into effect on Sunday, March 3.

BACKGROUND:

Metro implements schedule changes four times a year when drivers conduct their shift picks. Most major service changes are done in August when college campuses and area schools are back in session. However, following Metro's redesigned service in June of 2023, adjustments were made both in August and December to smooth out new schedules.

Reviewing data from December 3 through December 27 before college students went home for an extended holiday break, adjustments made in December appear to have greatly improved on-time performance. (See graphs in following page.)

Metro is also in the early stages of implementing its new Clever operating system. As part of that implementation, March schedule information needs to be submitted this week to be processed and added into the system to prepare for a test roll out in the Spring.

In addition, with college students home for holiday break, there is no additional data to review that reflects how December changes have affected schedules during full days of operation (when all college campuses and MMSD schools are in session).

With this all in mind, staff are proposing a small amount of adjustments in March. Staff will continue to monitor on-time performance, review passenger feedback, and be ready to make adjustments again during the next scheduled driver pick in May.

DESCRIPTION:

Staff propose these changes for March:

- Route 75 additional trips
 - Includes additional trips between the Capitol Square/downtown and Epic.
 - Also includes additional short turn trips to Fish Hatchery and Caddis with connections to Route B to complete travel downtown.
 - This has been requested and approved by Epic to help with overcrowding on route. Epic will pay for service as part of its service partner contract.
 - This will involve adding one additional bus to peak pull-outs, which is not expected to be an issue.

- Route 28, 38 extension to University Row.
 - This will add one stop to serve the UW Digestive Center, which provides drivers access to a restroom.
 - Will have a minimal to little effect on schedule times.

EQUITY GOAL IMPACTS:

No equity impacts expected. Both are service additions that are not expected to affect other service or routes.

**December 3, 2023 – December 21, 2023
(UW Still in Session)**

On-Time Performance

Route	August Pick	December Pick
28	44%	90%
38	64%	86%
55	85%	91%
65	58%	74%
75	78%	89%
80	87%	87%
81	77%	87%
82	68%	86%
84	76%	89%
A	65%	86%
B	56%	84%
C	55%	86%
D	73%	87%
E	79%	87%
F	82%	87%
G	91%	91%
H	91%	94%
J	88%	90%
L	86%	90%
O	91%	95%
P	96%	94%
R	82%	88%
S	88%	91%
W	88%	94%

**December 3, 2023 – January 8, 2024
(UW Not in Session for All Dates)**

On-Time Performance

Route	August Pick	December Pick
28	44%	91%
38	64%	87%
55	85%	92%
65	58%	75%
75	78%	90%
80	87%	85%
81	77%	85%
82	68%	84%
84	76%	88%
A	65%	85%
B	56%	83%
C	55%	86%
D	73%	86%
E	79%	87%
F	82%	86%
G	91%	90%
H	91%	94%
J	88%	90%
L	86%	88%
O	91%	95%
P	96%	95%
R	82%	88%
S	88%	89%
W	88%	94%

** August pick data for date range 8/20/2023 –
12/2/2023

ROUTE 75

*Added trips shaded in yellow

Weekday Eastbound

Epic // Pinckney & Main

From Route	Epic	Verona & Maple Grove Park N' Ride	McKee & Maple Grove	Fish Hatchery & Cadis	Fish Hatchery & Badger	Park & Erin	Pinckney & Main	To Route
	7	6	5	4	3	2	1	
75	6:40	6:49	6:55	7:04	-	-	-	75
55	6:50	6:59	7:05	7:14	7:19	7:24	7:34	75
75	7:10	7:19	7:25	7:34	-	-	-	75
55	7:20	7:29	7:35	7:44	7:49	7:54	8:04	75
75	7:40	7:49	7:55	8:04	-	-	-	75
55	7:50	7:59	8:05	8:14	8:19	8:24	8:34	GA
75	8:10	8:19	8:25	8:34	-	-	-	75
55	8:20	8:29	8:35	8:44	8:49	8:54	9:04	GA
75	8:40	8:49	8:55	9:04	9:09	9:14	9:24	GA
55	8:50	8:59	9:05	9:14	9:19	9:24	9:34	GA
75	9:15	9:24	9:30	9:39	9:44	9:49	9:59	GA
GA	4:45	4:54	5:00	5:09	5:14	5:19	5:29	75
75	4:55	5:04	5:10	5:19	-	-	-	75
55	5:05	5:14	5:20	5:29	5:34	5:39	5:49	GA
75	5:10	5:19	5:25	5:34	5:39	5:44	5:54	GA
55	5:20	5:29	5:35	5:44	5:49	5:54	6:04	GA
55	5:35	5:44	5:50	5:59	6:04	6:09	6:19	GA
75	6:00	6:09	6:15	6:24	6:29	6:34	6:44	GA
55	6:05	6:14	6:20	6:29	6:34	6:39	6:49	GA
55	6:35	6:44	6:50	6:59	7:04	7:09	7:19	GA

ROUTE 75

*Added trips shaded in yellow

Weekday Westbound

Pinckney & Main // Epic

From Route	Pinckney & Main	Park & Erin	Fish Hatchery & Badger	Fish Hatchery & Cadis	Maple Grove & McKee	Verona & Maple Grove Park N' Ride	Epic	To Route
	1	2	3	4	5	6	7	
GA	5:52	6:02	6:06	6:10	6:20	6:25	6:35	75
GA	6:07	6:17	6:21	6:25	6:35	6:40	6:50	55
GA	6:22	6:32	6:36	6:40	6:50	6:55	7:05	75
GA	6:37	6:47	6:51	6:55	7:05	7:10	7:20	55
75	-	-	-	7:10	7:20	7:25	7:35	75
GA	7:07	7:17	7:21	7:25	7:35	7:40	7:50	55
75	-	-	-	7:40	7:50	7:55	8:05	75
GA	7:27	7:37	7:41	7:45	7:55	8:00	8:10	55
75	7:42	7:52	7:56	8:00	8:10	8:15	8:25	55
75	-	-	-	8:10	8:20	8:25	8:35	75
75	8:12	8:22	8:26	8:30	8:40	8:45	8:55	55
75	-	-	-	8:45	8:55	9:00	9:10	75
GA	3:27	3:37	3:41	3:45	3:55	4:00	4:10	55
GA	3:57	4:07	4:11	4:15	4:25	4:30	4:40	55
GA	4:07	4:17	4:21	4:25	4:35	4:40	4:50	75
GA	4:22	4:32	4:36	4:40	4:50	4:55	5:05	75
GA	4:27	4:37	4:41	4:45	4:55	5:00	5:10	55
75	-	-	-	5:30	5:40	5:45	5:55	75
GA	4:57	5:07	5:11	5:15	5:25	5:30	5:40	55
75	5:37	5:47	5:51	5:55	6:05	6:10	6:20	55

ROUTE 75

