



Service Changes COVID-19

Feedback received from August 23 through October 14, 2020

New comments received since last submission to Commission members are highlighted in red.

Route	# of feedbacks received
3	3
11	1
14	1
15	1
19	1
28	5
29	2
34	1
35	1
38	17
56/57	2
58	3
63	1
68	1
71	1

TOTAL: 41

Other:

Suggestions: 7



metro transit

Metro Transit

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Compliments: 4



Route 3

1. If you had the 3 running I could catch that at Walter and Monona. There are no good transfers with your new routes.
2. Please bring back the route 3 back into service.
3. Hoping that bus 3 will resume. I am currently getting on another bus route at west transfer point 15 minutes from my work.

Route 11

1. During the time that so many people are working from home (particularly state office employees who are able to work from home) I think it definitely makes sense not to increase service back to what it was before the pandemic. The focus should rightly be on serving our hospital employees, service to grocery stores, etc. Reading the earlier feedback it seems like there have been some shortfalls in serving hospital employees and I totally support focusing on that for now.

However, I am really hoping that once the public health situation is closer to normal, this reduced level of service will not be considered the "new baseline," such that it will be a really big struggle to restore frequencies and routes back to what they were before the pandemic or at least much closer (i.e more like 95% or 97% instead of 85%.)

Specifically with the Route 11, which I used to ride from Bassett/West Washington to the DOR building on Rimrock Road just about every day for the last 7 years, most of us at DOR are working from home and I suspect many WPS employees are as well. So it makes sense to cut service down to hourly instead of every half hour.

However, I am really hoping that it will get restored to every half hour once all the public health restrictions are lifted, perhaps with general service changes in August of 2021. The current Metro schedule is not a great fit for the standard state schedule. I am glad for the people who are still working in the office that there is some Route 11 service, and that it wasn't cut entirely like it was in the initial proposal earlier in the summer but I do hope that it will be restored more fully once the public health restrictions have been lifted.



Route 14

1. Hi thank you for restoring some of the buses back on weekday scheduling it really helps. I do really miss the # 14 though so I hope it comes back soon.

Route 15

1. The caller would like to see the # 15 route return to it's former path, going all the way to Junction, rather than ending at High Point Rd.

Route 19

1. What happened to the #19 bus route servicing the Nakoma neighborhood and points farther southwest? I'm returning to campus only to find that there are no public transportation options in this part of the city.

Route 28

1. Please start running the 28 again, or more frequent 2s. I and many hospital workers would appreciate it. Many of us get on the 1st 2 bus on the north side and there are homeless folks with all their belongings, taking up the seats, at 6:15 am. Also, between 3PM and 6PM, the 2 northbound fills up at UW hospital. Well, fills up as far as the rider limit allows. We the hospital workers still need to get to work. And we have a bus pass so the rides would be paid for by UW/UW hospital.
2. I am a graduate student at the University of Wisconsin-Madison, who heavily relies on the bus to go between my home and lab. The 28 is one of only 2 bus routes I am able to take home, and I live more than a 45 minute walk from campus, so walking is not an option for me. I am hoping that the 28 will be back and running soon, so I have a potential way to get to and from work everyday.
3. I live east to the campus (Johnson St, close to intersection with Blair St), and I commute daily to the UW Veterinary Care. We haven't closed at all during covid, as we are recognized as essential workers, so just like UW Human Hospital, we are working regular regular hours.

I used to take bus route #28 for my daily commute, which was discontinued since covid pandemic. My only option now is bus route #2, that takes me to University Ave, adding a walking time to work, that will surely be harsh when winter comes. Is there any possibility that we will have route #28 back anytime this year? I know at least other 10 employees from the vet school that used to take #28 at daily basis, many



are biking to work now (like me). Our fourth-year veterinary students are back in the building for in-person clinical rotations, and depend on routes like #28 that brings us inside the campus.

4. I miss route 28. Because this route is no longer available, the 2 is more crowded. In the afternoons, my work shift ends at a time when I'll miss either the 2 or the 10, so I have to wait longer for another route.
5. I am a commuter to/from the North Transfer point and downtown. I used to catch either the 2 or 28 around 4pm after work. With the current routes running, the 2 is the only option at that time. This week it appears that a number of UW employees have been called back to work and the bus is at capacity by the time it reaches the square. As you are probably aware, there isn't another 2 bus for a full 30 minutes. I'd like to petition for you to either reinstate the 28 route for this post work time, or alternatively run an extra 2 bus. Please let me know if there will be any consideration of additional buses in the near future.

Route 29

1. I understand that since March with Covid, routes have been reduced, even though they have been increased; is there any intent to bring back Route 29 once demand is seen for that route?
2. Please reconsider the cancelling of route 29. It serves a large area on the North side, that does not have access to a regular route otherwise.

Route 34

1. The caller would like Metro to consider reinstating the # 34 route as it is much more convenient and less crowded than the 20 or 6 routes.

Route 35

1. With Route 35 being suspended the solution I have found on the site involves either me walking point nine miles or 1.1 miles before I can catch a bus. This seems excessive for a man in his 60's. While I applaud Metro Transit working to be financially solvent I will say you've made it very difficult for me to get easily to work, shop and basically use the public transportation system. One of the reasons I bought at this address was my ability to be on the bus route. If I were buying again this location would no longer be viable.



Route 38

1. I work at UW Hospital and usually take the route 38 or 10 bus to and from work. I saw on the most recent announcement of bus line services, that route 38 will not be resuming for the fall. UW Transportation Services will be enforcing parking restrictions starting on 9/1/20 and at that time, I will not have a way of getting to work for my 0630 shifts. The only way I could get to work on time pre-COVID was the 0600 route 38 bus, as the 10 starts later in the day.
2. Caller is very concerned/upset about the removal of RT 38. She works at UW Hospital and will have a very challenging time making it from Major Ave to UW Hospital by 8 AM. The proposed routes possibilities would mean the possibilities of changing busses 2-3 times, and having wait times between busses. She has not even looked at the routes going back home. She would like to know why such a popular route was eliminated and replaced with something not really usable. She would very much like to have a call from someone to talk about this. She and her family moved to Madison and purchased a home because of the bus route , which allowed her to get to work in a reasonable manner Can this route please be replaced.
3. I would love if route 38 was still going to run - this changes my trip from 1 bus the whole way to having to switch buses.
4. With students coming back to campus and no free parking on campus in the fall, I am hoping you will bring back the 38 route. I understand that since many people have been working from home there was less need for this route. In my neighborhood the only bus running is the 16. To get to campus I would need to transfer to the 7 at the transfer pt. and then get off at Randall and University and walk 10 minutes to my building.
5. I've been keeping up to date with updates on the bus schedule as they've been released throughout the summer and was under the impression that route 38 would be running again this fall. The current update states that route 38 will "operate reduced schedules on some holidays and when the UW is not in session." This route services the UW campus and hospital, so why would it only run when UW employees don't need the bus to commute? The university is going to start monitoring parking again in the fall and I cannot afford the astronomical fees. I depend on this bus route, as I'm sure many others do as well. I implore Madison Metro to reconsider eliminating this route.



6. I just got a call from a hospital employee who used to take the 38 and says that now nothing runs early enough for her 6:30am start shift at UW Hospital. I tried to find her a route, but I think she's right. She lives at 4714 Maher Ave. I referred her to Monona Express, though even their earliest route is going to make her late to work. So I guess I'm putting it out there that people need to be to the hospital for 6:30am shifts.
7. Hi, I am a UW Hospital Employee and along with many of use commuting to and from work during the week day we really need to have the 38 bus back. Having only one bus and time option is not sufficient for commuters. I am unsure how I will be able to continue to commute to work. We need the 38 schedule to come back.
8. While I understand the decision not to bring back the 38 and 3 bus now given that many of the riders of those buses are currently working from home that will change following the pandemic. I have been riding metro transit to work for my entire working adult like (since 1996). This would be the first time, I would be tempted to buy a permanent parking place on campus. While I could catch a 16 bus and then transfer to the 7, that would likely take me 10-15 minutes longer. I could also walk to catch the 7 on Atwood, but that would probably take me an additional 15-20 minutes. In addition, there are now 2 large apartment buildings on cottage grove road with low income housing that would be cut off from speedy bus service. I know that transportation is a major issue for people in low income. It would be doing poor people in this community yet another disservice to have built affordable housing for them with very limited transportation options.
9. I need the 3 and/or 38 routes to begin running again to serve the Eastmoreland neighborhood so that I can get to work downtown.
10. Bring back the bus service to my neighborhood!! Route 38 or 3 on Rutledge St!
11. PLEASE do not take away the 38 route. This would be devastating to so many of us, in particular those who live on the east side and commute to the UW or UW Health campus for work. My own situation is that, soon before the pandemic, my family decided to downsize to be a one car family - the reason is that my commute to work at UW Health was so reliable and enjoyable due to the bus service. We are now fearful that our family will struggle to function if this route disappears.
12. As a bus commuter, not having the 38 route has been a huge loss. Parking can cost up to \$20 per day, or \$400 per month. This is not



sustainable.

13. I live in the Lake Edge neighborhood, and I'm so disappointed that routes 37 and 38 have been suspended. During normal, non-COVID times I work on campus and love taking the bus directly from my neighborhood to downtown. If routes 37 and 38 are taken away permanently, that drastically reduces the bus-ability of this whole neighborhood, especially at a time when new apartment buildings are popping up on Cottage Grove Road adding new potential riders for those routes. Our neighborhood and the other east side neighborhoods south of us are also not in the plans for any of the bus rapid transit lines planned for the future, so it's especially disappointing that you're considering taking away our only direct routes to downtown and campus.
14. I am writing to convey my enthusiastic support for the return and continuation of the #38 commuter route. As a UW-Madison employee living on the East Side, I've been riding the #38 every weekday for 10 years, and there are few routes as reliable, efficient, and convenient as the #38. Many of the alternative routes that must be used during the current COVID disruption fail to provide transportation to the UW Hospital (where many UW employees work). The same would be true if/when Madison Metro decides to discontinue the #38 completely. I would be incredibly disappointed and inconvenienced if the #38 route is discontinued. Please accept this comment as an ardent plea to bring back and keep the #38!
15. I am submitting a comment to offer support to reinstate the 38 and the 3 lines. I have lived along the Jenifer st corridor for over 7 years and have relief solely on the 38 to get to work on the west side of the UW campus. Since the discontinuation of the 38, I have resorted to having to purchase a parking permit for several hundred dollars and drive daily to commute to work as the 10 does not provide convenient access to my stop. Please bring back the 38. Many grad students and other professionals rely on this line.
16. Thank you for this opportunity to leave feedback. Please reinstate the 38 commuter route that travels from East side of Madison to Sheboygan Ave. This route ran early am and early pm to facilitate transportation for those working during the day downtown, UW-Madison, or UW Health Hospital. I work at UW Health Hospital; I and multiple other coworkers I know utilized this fixed route service that alternated between the Capitol Square route and the John Nolen Ave route. We front line workers still must go to the hospital during the covid epidemic; the 38 route is sorely missed.



Other options are available (route 10), but route 38 commuter route was superb and utilized by many Metro riders (both University and Hospital workers) in my neighborhood in the Jenifer St Market area. Thank you.

17. As a daily bus rider, I urge Madison Metro to increase the number of overall routes before winter. In particular, the addition of either or both the routes 3 and 38 should be considered. There are plenty of people in the SASY, Eastmorland, and Monona service areas that would usually rely on these routes in order to commute to their jobs either on campus or at the UW Hospital. With the current service model, I personally have to walk 20 minutes to get to the nearest bus stop that gets me anywhere close to my place of employment, which I now need to be at 5 days a week since campus has reopened. I don't look forward to that walk before and after my workday in the snow and ice. Being able to pick up either the 3 or 38 would be a great help.

Routes 56/57

1. I am writing this comment in regards to the August 2020 revised bus operations. I am an employee of UW-Madison and reside on the far southwest side of Madison and have been without bus service from the 56/57 routes since March. For residents east of McKee Road, transit options are virtually gone and presents another equity/access issue for the number of multi-family and residential apartments that cannot easily walk 0.5-1.1 miles to the 50, 51, 52, or 59 options.
2. Caller is upset that the 56 and 57 continue to be suspended. She cannot get to the Associated Bank branch in the Pick 'n Save on McKee Rd., which is the only location that stays open at a time she can get there.

Route 58

1. I live on the west side of Madison and used to be a frequent rider of Line 58. I acknowledge the fact that we are all facing difficulties amidst this pandemic, but I would urge decision-makers to resume service for that line as soon as possible. It represents a fast alternative to commuting between downtown and the west side.
2. Please bring back the 58!!
3. Caller would like to suggest the route 56/57/58 to be back in service. The walking distance from the nearest bus stop is very long and not a safe



walk in that neighborhood if you would like to go to the Pic N Save store and other stores in that area.

Route 63

1. Since you decided to have exactly one bus an hour to and from Prairie Town Center starting the 23rd, you've made my life harder because I work both during the week and the weeks there & rely on the buses that go there.

Route 68

1. Caller works at the West side DMV and before the service change on August 23, he could get the route 68 close to the DMV. Now he has to walk 20 minutes to take a route 7 to the WTP. He has artificial legs and the cost to repair those are very expensive. The route 68 only runs on weekends now and there is nobody working at the DMV on weekends, and on the weekdays when people are working the service is not good. Caller would like to suggest better weekday service in this area.

Route 71

1. Please restore route 71 from Middleton. Due to the cancellation of this route I have been forced to drive/park on campus this year because there is no other route that will get me to work on time. Not only does having to drive add to traffic congestion, smog, etc I have to pay \$1300/year just to park which is very difficult to afford, not to mention expenses for gas & wear and tear on my car.

Additional times/schedule changes

Route 2

1. Caller states that his wife gets off work from the UW Hospital at 11:15 PM. She waited for a rte 2 bus to get to the WTP, but when nothing came, she walked to the WTP, where she parks her car. It was 1:30 AM before she got home. Caller wanted to know why the last bus from that location is at 11:01 PM, when many of the 2nd shift workers don't get off until 11:15 PM. He (and she) would like to see the later pre-Covid-19 time reinstated.
2. Since the beginning of the COVID-19 pandemic, there has been a decrease in the number of busses available to and from the north transfer



point and the UW Madison hospital. Due to this decrease, many hospital employees are unable to take the bus if the max passenger number are already riding, or because there are fewer busses and times available. As we are essential workers, it would be appreciated if we could increase the number of busses traveling this route. Currently, there is only one bus route that has a direct stop at the hospital and north transfer point. I have been unable to get the bus when waiting multiple times due to these issues.

Route 23

1. SIENA would like to suggest that we extend the hours of operation for the Route #23. or change the hours.

Route 73

1. Please return the route 73 that now leaves the WTP on the hour BACK to the original departure time of half past the hour.
2. I am a long time bus rider, 73 years old, who works 4 days a week because I need the income. For years I have left home at 9am to catch the route 50 at Schroeder and Saybrook that got me to the WTP at 9:30 where I boarded the 73 leaving at half past and made it to work on time.

Now that the 73 leaves on the hour I have two choices:

- 1) Leave home 30 minutes earlier (8:30) catch the 50 that gets to the WTP, board the 73 that leaves on the hour (9:00) and get to work 40 minutes early.
- 2) I have been leaving home at my regular 9:00 to catch my 50 and then transferring to the 67 leaving at 9:30. The 67 drops me off in the construction on Gammon and Odana. Then I walk three blocks and don't always make it to work on time. When the ice and snow come I will have to take a \$14.00 cab to work to be on time and that is more than I make in an hour. Please change the 73 back to its original departure time.

3. For the most part, I like the August Changes that Metro has made. However, I used to catch the route 73 back from Watts and Princeton club at 6:12 a.m. on weekdays. This allowed me to get home to Sheboygan and Segoe in time to drop my exercise bag off, load my backpack and head out to catch my bus to Middleton to work. With the schedule the way it is now, the earliest bus I can catch from Watts and Princeton is 6:45. This would not allow me to catch my bus to Middleton. That is the only complaint I have about the upgrade service.



4. The buses that the university students use are running empty while Route 73 out to Prairie Town Center has riders. It would be helpful to those of us who work on the far East side to have a bus route that runs more than once an hour.

Compliments:

1. Hello, I am writing to share my thoughts on the bus service in advance of the public hearing. I take routes 50 and 6 to work on weekdays, and I have been very satisfied: the busses are consistent, timely, and clean, and the drivers are friendly. For such a long commute, I have had a surprisingly positive experience. Please keep the service as frequent as it is and continue to enforce the mask mandate.
2. My comment for the Wed. Oct. 14 public hearing: I am so happy that the number 10 bus start running again. It takes me directly from the east side to the west side medical offices where I must see to medical needs. As my eyesight diminishes, the #10 is super valuable to me. Thank you Madison Metro!
3. Thank you for increasing daily service on the 31 route. I am a resident of McFarland, unable to drive who uses Metro frequently-I greatly appreciate having affordable public transportation available. Thanks for all you do, stay healthy and safe!
4. Just wanted to send a huge thank you for the continuing service provided by the #11 bus to/from the Midvale Heights neighborhood and the UW Hospital end of campus. This service has made it possible for several of us who live in this neighborhood and work on the west end of campus to easily commute by Madison Metro - something that wasn't possible prior to re-routing of the #11 in August 2019. We truly appreciate it. Many thanks!