

A/P

Con

I'm concerned that the connections between the A and the P routes are very unrealistic. On the app, it appears that there is about 10 minutes between getting off one bus and having to get on the other bus whether going inbound or outbound. That hasn't been the case. Both today and yesterday, out of three rides, once the bus came in less than a minute. The other two times I had to run to avoid missing the bus. I know there are a lot of drivers who won't wait for someone running after the bus, so I expect to be missing these connections regularly. This means despite leaving my house at 6:30 AM, I won't be able to get to work at 7:30 AM. Going home, it means that I will just miss my connection and have to wait 30 minutes for the next bus. That leg of the trip is walkable (in 20 - 25 minutes) but if I'm carrying groceries, it is raining, it's icy, I won't be able to run after a bus or comfortably walk that leg of the trip home.

28

Con

Old buses #2 and #28 were the main bus routes for WVDL students and WVDL workers. They were so busy during the morning when students are present I've seen bus drivers decline to pick up people. There was rarely a spot to stand and this created a hostile travel experience with drivers and riders having to yell at others to move back. WVDL employees already have such an issue with parking passes and transportation, to make bus travel harder is detrimental. For some reason, the new bus plan has reduced to just one non transfer bus traveling this route and it comes about every 30 min now vs the old every 10-15min. During the summer the congestion on these routes lets up a little because students are gone, however, after implementing the new routes, it is now just as congested even when students are gone. Please have the #28 bus route come more often and set out more buses on this route.

- 28 Con The new bus route plan has less frequent buses on Route #28. This route was already incredibly busy before the changes. Yesterday, 6/15/23, the bus was 47 MINUTES LATE!! It was faster for me to walk home an hour than take the bus, which is normally just a 20 min ride. The new plan has doubled and even tripled this time. I BEG YOU FOR THE LOVE OF WHATEVER GOD YOU BELIEVE IN please send more frequent buses on this route. I work for UW and cannot afford a parking pass and there will be complete mayhem once students arrive.
- 28 Con Caller hopes there could be one earlier 28 bus from Baldwin & Gorham, that would help hospital workers arrive before 6:15a to the hospital. There are more than a few riders who would use the bus.
- 38 Con Can we have more 38 times added back? It ends way too early in the day.
- 75 Suggestion Return the 8am bus route 75 on weekdays. The bus on weekdays are overpacked and before the June 11th change, it was possible to distribute the passengers on the more frequent bus schedule to reduce crowding. Now, passengers are packed shoulder to shoulder and it is difficult to plan a commute with this congestion. Would it be possible to run the route 75 more frequently to Epic in the mornings, as before June 11th, once again? Thank you!

75 Con The bus arrived at Epic campus several minutes after it was supposed to leave. I know this is the first day of the new route, but this has been an ongoing issue with the old route, and there are more issues than just this. Because the new routes removed the 5:00 bus, there were too many to fit into the 5:05. Luckily I was able to make it without having to wait for the next bus, but I still ended up arriving home 30 mins later than normal. The new route took us through an area with significantly more traffic, with one intersection in particular, but I'm not familiar with the area so I don't know which one. Overall the new route seem like a downgrade from the old one.

75 Con I believe there either should be a bus earlier than 4:45 and that the 5:00 bus should be restored for the 75 line. The typical Epic employee works on average depending on their role 8.5-9 hours a day. So most people start from 8-8:30 leading to the 4:45 and 5:05 busses being too overcrowded for their demand. Before the redesign this was fine because there was a 5:00 bus that allowed everyone who needed a ride to get on between the three busses with minor wait. But with the redesign adding several minutes to the ride, and the removal of the 5:00 bus adding another 15 minute, while there no longer being enough busses around the time people typically leave it adds a significant amount of wait while also filling each bus to fill capacity. I think the 5:00 bus should be brought back and/or there should be a bus earlier than 4:45 to suck up the demand produced by people who arrive earlier in the day. As there are busses that arrive as early as 7am that lead to people waiting for a bus for close to 10 hours which also increases the demand of the 4:45 which spills into the demand for the 5:05 bus.

- 75 Con Add a new direct bus route from the isthmus to Epic that takes the highway the whole way. Extend this bus route to the east side of the isthmus so it's useful to more people.
Rework the 75 route to serve more people in the fitchrona / Fitchburg area.
This would encourage more ridership and be more efficient for commuters between downtown and epic. The new 75 route takes much longer now that it doesn't go on the highway. It's getting stuck in traffic on maple Grove rd. Please change it back to the highway. This is turning a 35 minute route into an hour.
- 75 Con The new 75 route is awful, especially in the afternoon from Epic. Traffic on Maple Grove is bumper to bumper from Verona to McKee, where before, we could skip that whole section with the highway. I don't understand why this change was necessary.
- 75 Con The 75 bus route to Verona seems to have lost a bus at peak times. These buses are usually full to the point of people standing and being packed in. We used to have 3 westbound buses between 7:30-8:30am and now only have 2. I get changing up the times but if anything we needed more buses along this route.

- 75 Con Route 75 is too crowded, especially in the morning after 7:30am and in the afternoon at around 5pm. Drivers have to leave people behind and it's uncomfortable to ride.
I take the 75 from downtown and this past few days I've taken either the one at 7:45am or the one at 8:15am. Both were pretty full after Washington & Southwest, just at the edge of downtown. I think an express route connecting downtown directly to Epic and taking advantage of the freeways could help by allowing the same bus to come and go more times - since the route is shorter - and by reducing the load on the current route. This alternative wouldn't require additional buses, although it would be ideal to increase bus frequency.
- 75 Con The new times and routes for Route 75 have caused overcrowding on a number of busses to become even worse. The 4:45pm and 5:05pm leaving epic is almost unsafe with how crowded it gets as well as the 8:12AM leaving downtown.
- 75 Con The redesign for route 75 is causing unnecessary delays and poses a worsening situation for an already crowded bus line. The commute in the evening is held up by about 10 minutes due to a four way intersection controlled by stop signs. The new stops serviced in Verona are hardly used and their future use could mean further crowding that impacts passenger safety and well-being. The route should go back to utilizing the freeway.
- 75 Con I don't like the new 75 route. it takes me longer to get to and from work and I haven't seen anyone get on at the new stops in Verona.

75 Con While the route changes this week seem like a positive for most metro routes and users, the changes to the 75 route were short-sighted. The one-way commute time from the Epic campus to downtown in the afternoon has nearly doubled in length to approximately 70 minutes and in the last three days I haven't seen a single person utilize any of the new stops in either direction. Returning this route to 151 aligns best with the redesign's goal of improving ridership.

75 Con Changes to Bus 75 scheduling and routing have made the bus much more crowded and take much longer for almost all passengers. This is also a safety concern because the additional passengers block driver field of view.

First, on the bus that departs the Square, Pickney & Main, at 8:12am, I counted 81 people on a 39 seat bus. The bus driver asked the last 6 people that got on the bus to not swipe since the bus was so full, they were unable to push past other passengers to reach the swipe/ticket machine. The driver could not turn passengers away because this is the last bus in the morning towards Epic. Because of the passengers crowding the front of the bus, there was no driver visibility out of the right side of the bus, which is also a safety concern as it would be impossible to see oncoming traffic on the right hand side.

Second, the change to the route that moved the bus off of Highway 18/151 and instead to continue down McKee Road and turn onto Maple Grove Drive has added 10-25 minutes to the time between downtown

75 Con We need more busses for Route 75 from the Capitol to Epic during peak transit times (6:30-8:00 AM and 4-5:30 PM). Busses are frequently overcrowded and sometimes passengers are turned away since the bus is over capacity. This route almost always requires dozens of passengers to stand, which is not safe and inaccessible to many people.

75 Con The 8:45am 6/20/23 Westbound Route 75 bus was full at the Verona@Legion stop and didn't allow me and several others onto the bus. We had to find other transportation and several people had to resort to walking to Epic in the heat, as this is the final AM route. The Westbound buses have been close to full before but never completely as it was today. The Westbound route could probably use an additional bus in the morning to ease the congestion of the ride.

75 Con Route 75 does not have enough buses around high traffic times and buses are often jam packed beyond what is likely intended. In particular, the 4:45 and 5:05 eastbound buses from Epic are extremely full (often unable to even board the 4:45 because it is full) as well as the last 2 westbound buses in the morning.

More times should be added westbound after 7:30am and eastbound before 5:00pm

75 Con If at all possible, please add a more buses leaving from epic campus on route 75 in the afternoon. You have to show up really early and line up to get a spot on the first bus.

75

Con

Hi there, I take the 75 home most days. Today, I was denied boarding because the bus was full at 4:44, a full minute ahead of departure. This is mostly just an annoyance rather than a huge problem; it was only a few of us and the next bus is in 20. But I also know people who have had this happen this week with the last bus in the morning, leaving them with no guaranteed option for a ride. I know the Epic routes are particularly challenging to provide sufficient resources for, and I greatly appreciate the wider range of departure times that are now possible, but if I have to plan being denied boarding into my schedule, it makes the bus a significantly less appealing option. Capacity also seems highly up to the bus drivers choice, and only a few drivers seem to make people squish to the back of the bus all of the way.

Pro / Suggest: The new routes are so much better. I live in the Marquette neighborhood and am a daily rider of the 75 and an occasional rider of the East-West bus lines across downtown. The new routes were an improvement day 1. The timings make so much more sense, and the frequency gives riders freedom.

I like the new stops along the 75 route despite the additional time they add. That additional neighborhood connectivity is an excellent addition for minimum cost. I also appreciate how the 75 arrival time has been better timed around standard corporate hours (no more X:05 arrival times).

I would like to see what can be done about improving throughout during peak hours-- say by improving traffic flow through the new stops (in particular, the Nesbit and Maple Grove stop sign) or by adding an additional "express" bus that does the Madison half of the route, then turns onto 151 and takes that all the way to Epic, bypassing Fitchburg and Verona (and perhaps the reverse returning from Verona to downtown). I would also like to see additional busses added to the 75 route

75

Suggestion I noticed with the new route changes that additional stops have been added to the 75 route. I would like to suggest the stop at Chapel Valley Rd and McKee Rd be added back as well.

There was a stop at Chapel Valley prior to Fish Hatchery Rd being redone a couple years ago and the stop was moved there instead. I switched to the 49 bus, because I would have a shorter walk. I have bad knees and ankles. It takes me 15 to 20 minutes to make the walk to and from the stop at Fish Hatchery and McKee. There is absolutely no shade on that entire walk so there has been no reprieve from the sun. In the afternoons it is the worst, because there is no bus shelter on the Capitol Square bound side. No shade, no shelter and not even a bench to rest on after the long walk.

On top of that the 75 bus has been consistently running between 10-20 minutes late and is standing room only. I wait in the sun for the bus and then have to stand hoping I have something to hold onto on the bus for the whole 15-20 minutes it takes to get to West Hi team,

A

Con

I used to take route 6 which has been changed to route A. I would like to let metro bus that with the new route the travel time has increased significantly (15 more minutes from lein road and Washington to science drive). The bus take longest possible route and it appears that metro transit has taken into account only the UW students request and has forgotten about everyone else. Please revisit the transit routes as soon as possible and consider everyone and not just limited group of individuals. Thank you

- A Con Absolutely hate the new routes. Sun Prairie route to Madison (23) was 'limited stops' and comfortable. Now you have it part of the A route, which is over crowded and stops too many times. I am late for work each day. Please go back to the previous route schedules so 23 can be a limited stop route again. I have no other way to get to work, yet your new route is making me late.
- A Con With the new routes, route A WB at Mineral Pt./Yellowstone has been very late the first 2 weekdays of service. Yesterday morning the 8:08 was 8 mins late, today it was about 12 min. Yesterday the 55 broke down so it was also about 10 mins late so I made the transfer but today it was on time so I missed the bus - the last bus. I'm guessing that a combination of construction and the cross-town nature of A makes all the small delays add up over 1.5 hrs, making it pretty late by the end of the route. This needs to be addressed in the schedule because it makes planning a trip with transfers unreliable.
- A Con I am writing you to see if you would reconsider the alterations to the routes. I experienced the route change A1 from route 23 and it was a horrible experience. It takes approximately 20 minutes longer to arrive at my job at the same time. This is a massive burden not only on myself but also my peers. Judging by my conversations with other passengers it sounds like the general consensus of this route change is that it's a step in the wrong direction. Please see the error in your ways and fix this before it is too late.
- A Con The route from Sun Prairie to Madison needs to go back to limited stops!!! I arrived 20min later to work than I did when the route was 23. I can not afford to be late to work every day. PLEASE make SP route limited again.

- A Con Overload on Route A, eastbound at 5:32p at Charter and Johnson.
- A Con Not sure what the point of redoing the system if the drivers keep missing stops (and no they aren't newly closed ones) and the routes are now behind by 10+ minutes every late afternoon/evening - The A route does not have enough time a majority of the A routes are on time when they get to E Wash and Ingersoll, and by the time they get to University and Park they are 6 to 15 minutes down heading westbound. They need to be adjusted.
- A Pro You've made my transportation needs a whole lot easier with the bus routes coming more frequently. Thank you!
- A Con I wanted to leave a comment that the new bus routes aren't working well in my case. I used to take the 6 which would travel on Independence Ln. I live half a block away from where the stop at Melody and Independence used to be. I'm disabled and can't walk more than a handful of blocks which adds to the difficulty of needing to take the A now; needing to walk the extra couple of blocks is just barely tolerable for me. Besides the longer walking distance, the A also required me to cross E Washington at rush hour. After almost getting hit trying to cross 8 lanes of traffic, I decided that I'd have to drive somewhere to catch the bus in a safer spot. I started parking on a side street off of Wright, and I walk to the bus stop at E Washington and Wright. That kind of works and it enables me to only have to cross Wright instead of E Washington, but it's hard to time everything because the time to drive varies and the time that the bus picks me up is sometimes on time and sometimes late. I know of some other folks that live off of Independence Ln that don't have vehicles that are probably also struggling with the need to cross E Washington. Maybe the A could do the P loop once per hour or something like that; I typically get to

A

Con

Hi,

This is my second feedback on the new schedule and new bus routes.

I submit that the new timetable and new bus routes have significantly reduced the quality of life for those who regularly use the bus to get to and from work.

Yesterday, Monday, June 19, instead of 25 minutes, as it was before the route change, I spent more than an hour because I had to change from the "A" to the "F" route.

Bus "A" was late, and bus F left without waiting, which forced passengers to wait for the next "F" when transferring.

You should consider the opinion of your loyal customers and revise both - the routes and the schedule, so that people should not spend several hours on buses.

A

Con

There have been multiple feedbacks regarding the timing for the WB A not meeting the F or the R route all the time. They have been told sometimes it is too late and their connections to Middleton are missed and have to wait for another 30 minutes.

- A Con I commute to work on the F. I tried the A --> F evening transfer for the first time Friday night after staying down on the isthmus; unfortunately it didn't work. The A was late, but the F bus didn't wait. It was my understanding that A <--> F are meant to be a "coordinated transfer," by which I had assumed they would wait for each other. Maybe there are residual misunderstandings among the drivers, since the A driver wasn't aware that the F stopped running downtown at night and said that the F definitely would not wait. However, the next F that came by a half hour later did in fact wait for the next late A.
- The F route really needs to be reliable, especially come winter. Either the transfer needs to work (the few minutes of schedule gap will never work reliably unless they wait for each other), or Metro should keep the full F route in the evenings / weekends even if it runs only every hour.
- A Con Caller upset over new service over by American Family. She says the new route service over there makes her have to walk even farther to her bus stop and she is worried about the winter time when it will be very cold outside. She wants the route to be moved closer to American Family. At least to Buttonwood where is used to be but if possible even closer.
- A Con The west bound A, on paper, is supposed to get to Sheboygan in time for people to transfer to the F or R routes.
- The A almost never gets there in time. They need to push the departure time for the F and R ahead 5 minutes.

- A Con upset that the Bus A doesn't go close enough to Menards and Pet smart over by Junction and Watts. He says he wants a closer stop the Menards and Pet Smart and thinks the current bus stop over by Kellys Market is too far away for people to walk with all their shopping.
- A Pro I appreciate that buses come a lot more frequently on the A/B routes, it has helped me get places more quickly and it is nice not having to wait as long in the heat.
- A Con The A Route, transferring to the F after 7:15 p.m., doesn't work, because the A route is often late, so people have to wait for the next bus, which will not go to Century and Allen. This will be especially difficult for riders in the winter.
- A Con The caller said the A bus cannot get to Sheboygan & Eau Claire in time to catch the F bus. Riders will have to wait 30 minutes in the cold in the winter for the next available bus. The caller suggests putting back the old route that goes straight to Middleton from the Capitol Square, or at least adjusting the time - either a few minutes earlier for the A leaving the square or a few minutes later for the F leaving Sheboygan.

A

Con

Everyone knows this is a new system with many flaws and problems. Offering this suggestion toward helping a smoother bus system for everyone. Please attempt to reach destinations at scheduled times a lot more frequently. I know at least 5 people whom regularly get on at 9588 with the new bus system missed the A bus by a mile. One of these people is deaf, I am blind, and other people using this route are in motorized wheel chairs. A bus at E Springs is scheduled at 5:52 am for Saturday and Weekday schedule. We left 9588 at 5:44 am. At 5:52 am A bus was at Hwy 51 and E Washington Ave on a red light. A bus at 5:57 am stopped at bus stop by Hawthorne Library (1290) and waited till 6:00 am before departing. A bus usually arrives at Milwaukee St by 6:05 am for Saturday and Weekday schedule. With about 30% of the number of routes remaining and elimination of the North, East, West Transfer Stations (points) is exceedingly difficult to reach a bus stop for getting to a needed route or to make a connection from one bus route to a different bus route. Thank you.

A

Con

I work at downtown Madison and used to catch the 23 Route, easy, simple and on time.

Now I need to catch Route S which became A1 and then the nightmare begins, we are always late and we are not going to MATC yet. Think about when classes start again on MATC and East High School, the delay is going to be worse. People who used public transportation at this time of the day, most of them, is going to work.

When we live the work, the only thing we want is going home and then... The Route A1 to SP Park&Ride, precisely, 5:19pm-Main and Carol bus stop, the one I need to come back to home: last Monday didn't show, the next one came late, almost 6:00 pm, last Tuesday bus came 35 min late, last Wednesday, 20 min late and you can wonder about Thursday and Friday.

I really would like to meet this "brilliant mind" who planned this "new system" and thought the way from "Junction/Watts" to "Main/Carol" could be done in 40 min, on rush hours through University Ave, always in construction, Johnson St. and stopping on ALL BUS STOP. This is what the schedule book shows when we look at. Now, think about when UW University classes start again or wintertime with snow days. We do not

A / F / R

Con

This is to inform you that the connecting nighttime bus routes from Capitol Square/downtown Madison to Middleton do not work well for us, the passengers. The "A" bus that will take us to the "F" and "R" buses does not make it on time at the connecting point. There are certain circumstances that need to be considered when making this kind of connecting bus route, such as unpredictable traffic, passengers with walkers and wheelchairs who cannot move fast, frequency of stops made to pick up and drop off passengers, passengers asking for information/directions, etc. Due to missing the connecting bus, we have to wait for the next one. How much we waste our time to get home from work at night and how much more suffering we have to endure in the wintertime because of it. A lot of people work until nighttime, as well as students who finish their classes at nighttime. It is good to promote for people to take buses rather than driving their personal cars, which can definitely lessen traffic congestion. However, when this kind of route makes people suffer more than being helped by Metro Transit, people will start driving their personal cars and make traffic worse, which only helps those who have cars, but not the majority of bus riders

A/F	Con	<p>Almost every single weekend day so far coming home to Middleton from work on campus, I've watched as an idling F ready to leave begins to take off after my connecting A has already pulled up, and despite screaming at it every time the F never stops. This just happened again with bus 1910 just past 6pm on Saturday the 17th. Once is understandable but this is every single time I need to get home now. And now I am stuck waiting for half an hour on the random roadside, nowhere I can walk to wait, nowhere but the dirt to sit. You absolutely need to make the F drivers wait for connections if you insist on service to Middleton being as godawful horrendous as it is now, and I am utterly disgusted at how awful this transition has been.</p>
Announcements	Suggestion	<p>On route R2, at park and university in Middleton an announcement is made and lists the possible connections for Park and University in Madison. Also saying Route for each connection takes a lot of time and it would be easier to understand if just the letter was said.</p>
B	Con	<p>I called yesterday to talk about how there is not a good way for students at Shabazz to get to school from the east side. We live near Commercial and Pawling and the B is nearby but does not go by Shabazz and getting off at Packers and Schlimgen and crossing Packers during rush hour (or anytime) is unacceptable. I just read that you will not be making any changes until December. This will cause my students to miss a lot of school as I cannot give them a ride and one uses a cane. The walk from Packers to Shabazz is too long. This needs to be fixed before the school year starts, not in December.</p>

B Con Prior to the BRT Redesign, I was able to catch a bus just outside my home or across the street in front of Brittingham Apartments. These and other stops, such as in front of the Romnes Apartments, have been eliminated. The elderly, the disabled, and others have little or no bus access.

Paratransit is unworkable, due to long wait and transit times. It also contradicts the idea that public transportation should serve as much of the public as possible, not just those prioritized by the Mayor.

On June 14, 2023, I needed to walk nearly a mile to get to and from my doctor's appointment at 1102 South Park Street, Madison, WI. I am able to walk only a few blocks even with my cane and certainly not close to a mile. Today, Saturday, June 17, 2023, I remain in intense pain. The inability to access bus transportation to and from my physical and mental health care providers will profoundly and negatively impact my physical and mental health, as I have several chronic conditions that require consistent care.

The Mayor, in particular, has refused to consider the many concerns expressed by those Madison residents adversely affected by BRT, largely but not exclusively

B Con Can the B please have its route changed so that it goes through state street again? So many people live and work there and are used to having that route.

B	Con	<p>Route B, which now forces me to walk with my mobility gear fifteen minutes before I can reach a stop to get on, and twenty minutes once I get off. (Previously my stop was right across the street from where I needed to go.) The new bus system is a nightmare for disabled patrons. It has become significantly harder for the disabled to reach bus stops, and they no longer go to places we previously had access to. I know this was a concern before the new system was implemented, so I can't help but feel like the needs of the disabled community were ignored, and continued to be passed off as something not worth considering.</p>
Bus Stop	Suggetion	<p>A woman would like a stop put back in at High Point and Old Sauk, she used it when going to Dean West. She is an older woman who walks with a cane.</p>
Bus Stop	Suggestion	<p>The bus stop on Northport (just past Sherman) in front of the gas station. The bus shelter is VERY VERY VERY far away from the actual bus stop. Also my bus shelter isn't anywhere near the bus stop and this is very confusing. My bus driver didn't even see the shelter!!??</p>
Bus Stop	Suggestions	<p>The caller suggested leaving the benches at the bus stops that have been closed, so elderly people have a place to sit.</p>
Bus Stop	Suggestion	<p>Would it be possible to add a stop for the 75 at the stop at Fish Hatchery and Post? The stop ID going southbound is 4752. This would cut my commute time significantly and is, I believe, fairly easy to implement with little effect on the existing route.</p>
Bus Stop	Suggestion	<p>Please put a bus stop at the Northwest corner of Packers Ave. and Londonderry Drive, thank you. It's for the elderly and disabled.</p>

Bus Stop Con Hello Ms. Mayor, my topic is the bus stop.you put our bus stop on the Aberg and Packers belt line,. Why? How many accidents do you require? I'm looking out for me, my elder, and the children over at the north transit, the new apartments buildings, where is the safety? How do we get to the pick n save if I have to work? no safet., before you make things official, keep listening to our voices, Thank you, Tracey Burrell

Bus Stop Con A lady called to say she is upset that the bus stop was moved down to infront of her house. She says that the old bus stop used to be on the side of the Malt House at the intersection of E Washington and Milwaukee street. With the new routes starting this past Sunday the stop was moved down the black about 50-60 feet to infront of her house. She says now there are homeless people peeing on the side of her house and causing a lot of noise.

Bus Stop	Con	<p>Could you please reconsider your decision to close the Wright and Straubel St stop for Route A going West/South bound?</p> <p>It is confusing that it is open in one direction but not the other.</p> <p>That stop serves both the East Madison Community Center, and Truax Apartments, which is CDA low income housing for people who are low income families, low income elderly, and low income disabled people. In our neighborhood we have a large Hmong population, Black population, and Latino population.</p> <p>On behalf of my neighborhood I would like to inform you that it is not okay to have this stop closed for the summer. A lot of people come to the community center to get food from the food pantry and a lot of people need to bring groceries home and need to utilize the stop at Wright and Straubel St. One of the next closest stops, which is on the other side of Stoughton Rd, is difficult to get to and from because of the construction that has torn up the sidewalk around the intersection of</p>
Bus Stop	Suggestion	<p>Taking the B to pic n save on shopko would be feasible to employees (instead of the L every hour) if there was a sidewalk on Aberg - otherwise they have to walk along dangerous shoulder. shoppers could use at least on the way there.</p>
Bus Stop	Suggestion	<p>one user suggested moving #2320 mineral point and Racine down one block to mineral point and science drive , closer to businesses there and especially health and dental clinics</p>
Bus Stop	Con	<p>Crossing between #2892 and #2197 (Norman and University - near kwik trip) is dangerous; passengers wish there were flashing lights.</p>

Bus Stop Suggestion The stop Verona W & Summit (SB) needs a shelter installed to help facilitate transfers between routes D and H. Currently there is up to a 20 minute wait between routes.

Bus Stop Con Stop at Aberg overpass I went to do some grocery shopping at pick 'n Save in the Shopko lot of aberg.

It is currently serviced by route L once an hour with the b and D stops within walking distance. On the map it looks fine but I noticed today I was 10 minutes late to catching the next L so I figured I would just catch the bee across the street cuz it doesn't look too far on the map but in practice one would need to cross a busy highway (speed limit is supposed to be 35 but it's such an empty part of the highway that it seems most people disregard that) to get to any other stops.

I had to make said walk and it is not easy at all. Your walking on the shoulder up the highway the whole time. Very dangerous

C Suggestion Hello, I love that with the new bus lines it is quicker to get places from my neighborhood (grand view commons/North Star neighborhood), however, it hate that to get to the D1 and C1 line we have to walk clear to the other side of our neighborhood now, rather than have a stop right in the center of our neighborhood at North Star & Dominion like there used to be.
With such a large neighborhood, this is very challenging for many, especially since there are so many aging folks in our neighborhood that are not at the point of needing para-transit, while also struggling to walk the mile to the bus stop, since most of it on the way to the C1 stop is uphill if you are coming from North Star dr. Would you please reconsider this?

C Pro/ Sugges I just picked up a new system map and ride guide and was pleasantly surprised. I feel like the busses run more frequently between the most useful locations now. Thanks to all whose work went into this. I expect our family will be choosing the bus instead of driving more often now.

I do have a request/suggestion: Would you consider having Route C run until just a half hour or so later so that evening shift staff from the hospitals could ride home after the PM shift ends at 11:30? I work at Meriter and could bus/walk/bike up to Johnson and I'd imagine UW staff would use it even more.

C Suggestion The caller suggested Hving the C route go down King St., like the #7 used to.

- C Con Hello I have been using the bus system for many years when it was still A-B-C routes. For the last 6 months I have been taking the 38 from Tompkins drive to UW hospital at 600 highland ave. Now I have to take the L and get off at Olbrich garden area and take the C to the hospital. Getting to work in the morning is no problem but when I go home it is. I take the C, C1, C2 across from the hospital and make my way to the L with the constriction on Monona drive I get off at Walter and Milwaukee street to go home. The problem is the C route is taking twice as long as it should to get there. The bus schedule and google maps says it should drop me off 30 mins after I get one at 3:45pm but I got dropped off Monday at 4:45pm and missed the L and had to wait till 5:45 to go home. So, an hour ride took 2:30 hours to get home. The problem is going downtown at 3:30pm is not going to work for a route with all of the traffic. But if you change the C to go the route of the 38 did when I took it home from the hospital you will be fine. The bus would go around all the downtown traffic and I would get across town and home in an hour.
- C Con Please work with the apps (google transit, transit, etc.) to improve the accuracy of the timing of arrival of C routes outbound from UW hospital. They are not accurate- often showing several minutes delay when in fact it is on time or even early. I think this has to do with the fact that this is essentially the turn around point for the route.
- C Con Caller says the letter C is over 10+ minutes late almost every day. Please take a look at why the C is having a hard time sticking to the schedule.

C

Suggestion

May I make a suggestion for your consideration: I live the Grandview Commons neighborhood and use the C1 bus. Would it be possible to have the westbound bus loop down to Dominion and follow the route of the 33 bus back to Cottage Grove? Riders traveling from near Cottage Grove could still pick up the bus as it was finishing its east loop and riders in the interior of Grandview Commons would have a closer option to pick up and get off the bus on Dominion.

C / Overloads

Con

I was on Route C this morning (from about 8:20 AM - 9:00 AM) between the Atwood Area/campus. The bus was so full that it felt like sardines. The bus driver was clearly unsure of how to handle to new route, let alone the fact that there were too many people on the bus. I was picked up 10 minutes late and arrived at my stop (University/Park) over 20 minutes after my scheduled arrival time! This is unacceptable. Metro needs to have a better understanding of these routes and making them not as full. There has not been proper buy-in from the public before such a drastic overhaul of the system. Please address this immediately, as so many of us are dependent on public transportation to get to work and these new routes have SOURED that experience.

- D Con While I am more than willing to give the redesign a shot, I found that the D route is not being used as frequently as the old 73 and 63 routes were. I have used those routes both for work and for personal excursions constantly over the past several years and have chosen my living location based around that. With the new route, the Metro system is no longer convenient to use and in many cases, it takes as much time to walk somewhere as it will take to use the bus. Is there any chance of making the D route more easily usable? Without it, Metro system becomes far less usable for people at my apartment complex and the nearby ones.
- D Con Angry that D2 Airport bus only runs once an hour after 7p. She says that it's not fair that the B bus runs every 15 minutes, and that more buses are needed on Johnson.
- D Con Attempting to follow google maps trips from the north side isn't going well: the D missed a connection to the 28 at University/Lake each day I tried. All in all, the superlong walks + new need to transfer + missed connections are making for a tough week! Also feels weird parking in neighborhoods if I do want to cut down the walk. (As a bright spot, staff have been fantastic). My commute is longer, riskier, and more exposed to the elements. Winners and losers I guess!

D Con D2 route eastbound late 12 minutes. Tracking on app and website changed between on time, bus already left, and bus being 20 minutes late, and it had nothing to do with the holiday/Saturday scheduling. The frustrating part is that I can see the driver standing around talking to another driver across the street where they stage after the previous loop of D2 ends. Unacceptable that I will be late to work so that someone can hangout at Kwik Trip. He was so late that someone boarded thinking it was route 75 which is the only other bus at the stop, and this probably only happened because this route routinely arrives at this first stop with the display not showing the route still. When asked about the delay, the driver is telling multiple people that we are wrong, it's holiday schedule, but he is between holiday and regular times. Second voiced complaint about this route, 6th actual issue.

D Suggestion I appreciate the intent of the new transit model to focus on riders who depend on the metro system. However, as a rider who uses the system for work (just off the Capital Square) and school (UW), the new system is significantly less convenient for me. Rerouting the old 7 (now D1) off the Capital Square makes no sense. The eastbound route could still go up State Street and down Hamilton to get back on E. Johnson. The westbound route could go up Hamilton and down State Street. This suggestion would make it significantly more convenient for the hundreds of riders that work on the Square.

D

Con

I'm writing to provide my feedback on the Madison Metro redesign and if you read no further, know that I am deeply disappointed.

I've lived in Madison for almost two decades and have been a bus rider almost that entire time and am disappointed to say that the redesign has made my track record burdensome, to the point of impossible, to continue.

Most recently (in the last five plus years) I have been a regular commuter on what was the 3, with downgraded service via the 7 during and after COVID. When we bought our house, bus access directly to the square was a top priority. I am now left with the D1 route, which is barely a substitute.

I have caught the 3 and 7 from the square to get home safely from happy hour with friends and late nights at work, enjoying the covered shelter, bench seating, electronic time tables indicating the next bus in my direction, but mostly the fact that with so many buses coming and going from the same stop I was never a more direct route from where he lives on Fordem and Johnson to the capital square. He is annoyed with how far he has to walk now in the summer heat but is more worried about the winter time. He wants the old system back or at least to have the D changed so it goes by the square.

D

Con

- D Con I want to share my thoughts on the changes that have been made to what was the number 2 bus route. I am a senior woman who lives on the near east side of Madison (Tenney/Lapham area). I no longer am able to drive after dark so rely on the bus if I go downtown at night for a show at the Overture, the Night Market, or an event at one of the museums, etc. I felt safe, even fairly late at night, catching the bus to go home at the stop that used to be on the square in front of the Historical Museum. Now that there is not a stop on the square, I find that in order to get home I have to catch the D bus (formerly the number 2) on Johnson Street after it crosses State Street. I did this in the daytime the other day and found that there is no shelter there, nowhere to get out of the elements if it is raining or snowing, and nowhere to sit to wait for a bus. Not only that, it happened to be a Thursday, which is garbage pickup day in that area, so there were at least 15 garbage containers lined up in the street at the bus stop. The driver could not pull up to the designated stop, so had to stop further back. I suspect this will always be the case at that stop on Wednesday evenings and Thursdays throughout the day.
- D Pro I think the new routes are great, everything is very fast to get downtown now and I don't have to go to the transfer point. I like that I can just do this on one bus and get to the airport on that same bus.
- D Pro So far the bus changes have been an improvement for me as a wheelchair/walker user. I no longer have to transfer buses to get to most places I go, and they moved the stop .5 miles closer to my house (near McKee & Maple grove)
- D Con Time point 11 is missing from the new printed D schedule. could you please label D2 North and South and D1 East and West. It would be great if you could separate to different pages the D2 and D1 thank you.

Data	Con	There have been multiple people checking on times for departures and arrivals on google maps for multiple routes. They have said information has been inconsistent across our website and Google maps. They have also noticed the Transit Tracker and Transit Master features are displaying incorrect times, or saying a coach is running behind, but not showing it in red. They say this is confusing because they don't know if it is going to be late or on time.
Data	Con	People are seeing some weird things with Google Maps and Transit App. The O is showing the correct times on Google Maps, but it shows the next bus as cancelled. Transit App shows the NB O being 60 minutes away. Today it has been acting weird on both apps, per a couple different ride guides helping in the area.
Data	Con	Late buses (b and a especially) really throw off apps (esp transit) when they don't coincide with scheduled times. Goes from 0 min to 30 min to 0 min in transit - also tells you you missed your bus when it's right there. Detours result in a "bus canceled" message most of the time. Several complaints. Not sure if there is anything to be done on metro's end (other than adjusting times). On google it says "no upcoming departures" at the temporary stops - also throws people off
E	Con	Sometimes the E route is missing the WB Ubay & University stop because they are trying to get into the left lane to turn onto N Franklin.
E	Pro	I've been riding the new Route E a few days each week and it's been great, on-time in the morning after the first day or two— people seem happy! I heard a driver comment that the redesign has been much better for them, not needing to stress about the transfer point connections. I do miss the bus stop at the top of State, but it's a small price.

F Con Hi there,
Today I used the new F route and was shocked!
This route is terrible! I use the bus DAILY, TWICE a day.
Before this "improvement" I used to spend a maximum
of 25 minutes commuting from my house to work (from
Middleton to UW Campus) and with the "improvement," I
spent 45! minutes.
For what reason does the F route make this ridiculous
circle on Sheboygan Ave and then go back to University
Avenue again???

The old schedule wasn't the best, but Middleton at least
had two routes and Middleton residents had a chance
to get to work and from work to home quickly.
People who have NEVER used public transport
developed this "improved" timetable and new routes.
They have no idea how public transport should
function. This "project" made my life complicated.
The time and taxpayers' money were wasted!

Sincerely,
Viktoriya

F Con Passanger called to say she is upset with the new
service. She gets off work at 10pm and need to catch
the F route to Junction and Watts and then transfer to
the D route heading east. The problem is the D route
she needs doesn't come by until 11:18pm and she has
to wait 30 minutes between buses. She is worried about
her safty and about the weather especially when it gets
cold out later in the year. She says that she has been
riding the buses for nearly 30 years and that she has
never had to walk so far to a close bus stop or wait so
long for a connection. She really wants the system to be
change back to what it was and just leave the BRT
routes in.

- F Con Caller believes it is unacceptable to reduce bus service in this area from two bus routes to one. I believe the buses only ran once an hour each, and the new route is twice an hour, however.
- F Pro I am a big fan of Route F in Middleton! I have taken this route to and from my office on Deming Way several times over the past two weeks and it seems to be working well! It's more direct, easy to navigate, and gets me where I need to go. Just got my son a youth pass so we can ride around Madison together on the weekend, too!
- F Pro I love the new routes. As a transit-dependent person living in Middleton, I've already made multiple trips that would have been exceedingly difficult or impossible on the prior system. Since people, myself included, mostly love to complain, I figured I was obligated to say Excellent job!
- G Con Caller says that she used to take a 12 bus to campus from Bridge & Broadway and it took apx 15 minutes. Now she has to take the G bus to Rimrock & Badger and switch to the 65 bus. At any rate, it arrives at University & Park at 6:39a. This is after her start time, so she feels like commuters are not being considered and could be improved with one earlier bus.
- G Con Caller very upset regarding bus changes. Since the change the bus service on Broadway is inconsistent and often does not show up at all. The system is against handicapped people who cannot go long distances to get busses. Also, there are no places to sit at the stops, please put up some shelters. I will not be able to ride the bus if these conditions stay the same.
- G Suggestion The G bus that goes to East Town should travel down Milwaukee St closer to Heistad Park. My teen son needs to walk down the rd go under the Stoughton rd/Milwaukee St exit, cross traffic and it is dangerous.

G	Con	My son now has to cross highway 51 at Buckeye rd by walking. It's the Russian Roulette crossing in the city. I am not waiting till something happens to complain. He used to get on the bus 1 block from the house and get off also 1 block. He has a slight disability as to how fast he reacts to a situation. Don't want this happening at at 51 and Buckeye.
Generic	Con	Every person in my office that commutes via bus, myself included, had a more difficult commute after the bus changes. Everyone's walk time was increased, my coworkers that live further from the isthmus significantly so. The bus stop that is closest to my work for my commute home was closed and not indicated as such when I google mapped my route home. None of the buses were on time, which is to be expected with new routes, but the C bus for my trip home (once I found a stop that was open) was more than 20 minutes delayed. I am excited about bus improvements, but there is a very long way to go to make public transit in this city actually convenient. I hope you consider making more bus stops for those who live further outside of the downtown area and more frequent bus times.
Generic	Con	New routes are horrible and need to be reversed immediately. Please change the A bus back to route 23... matter of fact throw these new routes in the trash! Everyone hates them. You have a chance to listen to your customers and make the right choice for them and also your drivers... your friendly ride guides offered me a suggestion today to help me get to work on time.. "change my work schedule" what a joke that was. Please do the right thing guys we are counting on you. Get rid of these routes and fire the person who dreamt them up.

Generic	Con	Please bring back the 4 and/or 7 route. The A/B and C routes are wildly inconvenient in comparison. The additional walking time for my route now makes it almost pointless to take the bus to work because it has increased my commute time so much as well as making it incredibly inconvenient to use.
Generic	Con	Caller wanted to express that there aren't very many options for her to take the bus home (near Hilldale) after 8:30p. Passengers coming from Meriter Hospital would need to walk very far regardless of taking the E bus or A bus from downtown. The E bus drops off at Regent & Midvale, while the A picks up at University & Park. Both are quite a distance from Meriter or Hilldale. She thinks service could be improved by aligning the A and B bus routes after 8:30p.
Generic	Con	WHY did the City destroy the bus routes? So we could 'spend less time on the bus'...? What a (bleep) LIE!!! I used to get on Route 7 at the West transfer, and go directly to the Dane County Farmers Market on Saturday. Now, I will have to transfer at least once, just to go to the market. That makes my travel time LONGER and more dangerous. How is that supposed to be 'better' for me? This 'great new design' **intentionally** makes it harder and more dangerous for disabled people like me, to use the bus. We will have to transfer in the middle of a street and hope we get to the next bus stop in time. We use wheelchairs and walkers, we walk slower. You made sure we cant use the bus now. (Bleep) What an arrogant stupid **intentional ADA violation** this 'great new design' is. You 'experts' didnt consult any disabled people on these changes, did you?? Your new bus routes are intentionally designed to hurt us.

Generic Con I rely on the bus as my major source of transportation. I chose the location of my home, in part, based on the availability of the bus.

I am pleased that the main routes will be running more frequently & have a wider range. However the new bus routes add 6-8 blocks of walking &/or transferring I didn't have before the change. I already was walking an extra 2 blocks when the nearest one was eliminated. Following are 3 examples:

1. I used to take a bus from Atwood to the Children's Museum on the Square, a block from my medical appointment. Now if I take the C, I have to walk 5-6 blocks from the City-County building stop when I get off the bus. Or I have to walk 6-7 blocks to East Wash to get on the bus, if I take the A. And there are also 5-6 blocks to walk on the return trip.

2. I used to take a bus from Atwood to the East Transfer Point to shop at Woodman's. Now I need to walk 6-8 blocks to Milwaukee St. And there 6-8 blocks to walk on the return trip.

Generic Con There is no longer a route that goes from Greenbush to campus in a way that is shorter than walking. Why did this transportation change not take into account students commuting to campus? I use the bus especially in winter to avoid cold temperatures, and now I will have to walk close to 20 minutes if I take the bus and 22 minutes if I walk the entire way there. Route 28 used to service almost all the way door-to-door to campus buildings. We need routes that go further north than Johnson Street from South Madison.

Generic Con I don't like the new bus routes. I have to walk 4x farther than before to get from my home to my bus. Please bring back route 8.

Generic

Con

I live off Watts Rd.; far west side.

PREVIOUSLY, to bus to the Hilldale area, I walked a couple of minutes to my bus stop & caught a 73 / 63 to the West Transfer Point, where I transferred to a 2, the latter dropping me right AT my destination. Right A-T it. Total time, 30-40 minutes.

NOW, to bus to the same location — on a weekday, say, 1:30 p.m.-ish...

•For “least walking,” (always the preference come winter?), I am advised to TAKE A LYFT* for an estimated “\$10.70,” FOLLOWED BY, an “A” BUS!

*[Some of us DON’T DO Lyft?! I support regular taxi companies!?! BUT: Wtfork is my city bus line doing telling me to take a Lyft?!? (Why doesn’t Mad Metro just ADD, Screw you?!)] .

Estimated total time, 26 min.s.

•For “best route” & “least transfers,” I’m to catch my nearby “D” bus & travel fUrThEr WEST ; disembark, waiting 7 minutes; then transfer to an “A,” where I get off at Sheboygan & Segoe and walk from there (Mad Metro’s estimate, 7 min.s).

Estimated total time, 37 min.s.

Generic

Con

This is not “better.” This is nOt “improved.” This is even, It is frustrating that there is no longer a bus that goes directly from the Willy st. Neighborhood to a shopping center. All available routes requires either a transfer or a 20 minute walk which feels like a major loss from the previous systems.

Generic	Con	<p>Due to the new bus routes, it is now taking an extra 1/2 hour to get from the Northside (Sherman and Northport) to the south side near Bridge and Broadway each day. IF this is happening in the summer, we can only imagine how long it will take during the winter when buses sometimes don't show up at all. We realize these changes were supposed to make things better, but this is an example of how it will actually take even more time away from riders who work in these locations.</p>
Generic	Con	<p>lack of service up and down fishatchery road where the old 4 route used to go by the SSM health clinic at 1211 Fish Hatchery. She says that the new service makes it too hard on older people and people with disabilities to get to the health clinic. She doesn't understand why they would take away service from this area and wants it to be changed for the better.</p>
Generic	Con	<p>Elderly individual called who lives on Aberg and said that she is upset with the new service. With the new service she now has to talk over to Packers to catch the bus and before she just had to cross the street to get the 4 route downtown. She wants the old system back with the transfer points.</p>
Generic	Con	<p>Trash cans are needed at the Milwaukee and Dempsey stops. They are seeing trash accumulating. They also noticed trash at the Milwaukee & Corporate Dr stops closer to the ETP</p>

Generic Suggestion I have a Suggestion about the scheduling of buses: for locations where multiple bus lines pass through, like on university avenue, it could be better if the scheduling of the buses can be such that they are more equally spaced out in time. If 3 bus lines have a 15min frequency, it makes more sense for the buses to be intentionally scheduled to arrive approximately 5 minutes apart from each other rather than all 3 coming together within the span of 4 minutes. Specifically, buses D1, D2, and 28 share a lot of the same route. It would make sense if the the scheduling could be amended so they are more equally spread apart. That would ensure better passenger load sharing between buses, and, effectively, a more frequent services for the shared portion of their routes. Thank you!

Generic Suggestion Lights - some stops make people feel unsafe (particularly women). Stops feel isolated and dark at night/early morning. Mentioned lighting would make them feel safer. Panic button also (not sure it's feasible).
#1679 packers and aberg, especially with underpass; likewise stop across #1152
#0715 on park in front of meriter
#4798 Verona frontage and Atticus, and #4481 Verona w and summit. Again underpass feels sketchy after dark.
Another user suggested simply having a light at all stops so user can find at night and driver can see if someone is waiting.

Generic	Con	<p>The new A-R and A-F transfer at Sheboygan after 7:30 pm is very inconvenient. Today the A bus got late for ~8 mins and by the time it arrived at Sheboygan at 9:38 pm, the R2 bus has already left! Fortunately I could take F, which waited although A was late, and transfer a second time on Century Avenue, otherwise, I would have to wait for another hour at Sheboygan!</p> <p>After this experience, I basically do not dare to work late any more. If more people have similar experience and also do not take the F and R at night, then it is completely a waste of service.</p> <p>I miss the route 70 bus before the redesign.</p> <p>I think it is more convenient for me to eliminate the transfer, keep the R and F full routes, but simply further reduce the frequency, saying 1 bus every 2 hours for the R2 route, at night.</p>
Generic	Con	<p>A lady called to say she isnt happy with the new service. She lives by Univeristy and Princton and doesn't own a car. She used to talke the 2/28 routes around to get to the Hilldale Mall and WTP. With the new service she is upset that she doesn't have direct service to these areas to go shoping and that the new routes don't have smooth transfers to other places across the city. She also isnt happy with the new C route NOT going to State Street. She is worried about waiting for buses and transfers when winter starts.</p>

Generic	Con	<p>Hello,</p> <p>In my opinion, the lack of a straight line from Northport & Sherman to Eat Towne Mall is a huge problem.</p> <p>A 5.4 mile route that took 1 hour of Metro time before is now taking much longer.</p> <p>The buses are still not predictable, but getting a bit better... I take the B to the A (go towards the isthmus, then away).</p> <p>Getting on the other lines is very risky without there being stable transfer points.</p> <p>Small critique, referring to the next connections as 'Connection Opportunities' sounds weird.</p> <p>Sounds like brain-washing - whoo-hoo, 20 opportunities even before getting to work!</p> <p>IMO, it would sound more professional if it was 'Connection Points'.</p>
Generic	Con	<p>More service to the Walmart on Nakoosa. Have to walk 15 minutes to either Milwaukee or to Cottage Grove.</p>
Generic	Con	<p>Look I'm not one to complain but the traffic signal to turn left from East Washington Ave to Zeier Rd is absolutely garbage. The green arrow lasts THREE seconds. There were cars back to the intersection before it waiting to get into the turn lane cause only 2-4 cars are able to get through at once. BE BETTER</p>

Generic Suggestion It would be great if Route 75 could run on the weekends / at night, even at Coverage frequency (every 60-80 minutes), or if Route D can be extended into Verona, at least to Main Street. These new route options would help a sizable population in Verona to access Downtown without having to drive there, and allows them to connect to other routes that can take them across town. As of now the closest bus routes that run on weekends/nights are 45+ minutes away by foot, making them out of reach of most Verona residents.

Generic Con I can't even take a buss to get half way to work I can't get to Walmart in a safe manner I'd have to get of and walk down 51 where there is no side walk so I'm risking getting hit by cars

Generic Con I live across the street from the old North Transfer Station. It provided two routes (2 and 28) that went to my job, 15 minutes apart. I could leave my apartment and get onto a waiting #2 that left in a minute. If I missed that bus, the 28 would get me there in time.

Now I have to walk a very long black to Aberg and Sherman to catch a D and transfer. This takes longer than before the route changes and gets me to work later than I would prefer. If I miss that D there is no transit alternative that gets me to work on time.

I've ridden public transit in Chicago, Minneapolis, Seattle and now Madison. This is the worst degradation of service I've seen.

Generic Con The bus system needs a more direct way from the South transfer point to near the West transfer point. I feel that service from the south side to the west side. Now takes longer. It used to take me just 30 minutes and now it's close to an hour.

Generic Con I cannot understand why the buses continue to be considerably late (5-20 minutes) daily. It's UNACCEPTABLE! There are 6.5 miles between my work and home, and it typically takes me 1.5 hours to get home because the first bus is too late to catch the second bus. WTH?! An example from yesterday, June 30 - the C arrived at Dempsey & Cottage Grove at 1:52 (due at 1:45) and no passengers were on the bus.

Every single bus I ride is ridiculously late, particularly the B and C. When will it end? I can't imagine what winter will bring. I am getting close to breaking my lease and moving from Madison because this is beyond tolerable.

Generic Con Why would you take away 3 buses that served the hospital to Hilldale area? No 2/28/38, and to make it worse, retain 28 and 38 but change the routes?

Those buses are what many international students living in Eagle Heights depended for their grocery runs, not to mention the many people that work or visit the hospital. I can see myself going hungry because during my busy classes schedule, I can not spare 3 hours to go to Campus via bus 80/83 to access buses A/R/F or negotiate the C/J short trip to connect with A/R/F.

Generic	Con	<p>Gosh, I knew you were changing the schedule around but I had faith that it would still work for us, but it really doesn't! I have a disabled son with autism and he got on the bus at South Ridge and Q in Middleton and took the downtown bus to his job at Kwik Trip on University Ave. Now he will need to leave an hour earlier and make some transfers. We tried transfers in the past and the transfer bus came before his bus about 50% of the time and he was stranded. So, I have zero faith in the transfer system you guys have in place as we need something more reliable than a 50% track record with his autism.</p> <p>I am sure you are fielding many such emails and sorry to add on, but I am disappointed I must say.</p>
Generic	Pro	<p>I really enjoy the new routes. It has cut 5 minutes off of my commute, and it is much more frequent and useful for me.</p>
Generic	Con	<p>With the new updated routes, I now have to walk further to a bus stop because mine was closed. I have to leave earlier, I get to work later, and I now have a 20 minute wait between buses. This is extremely frustrating, especially in the summer heat and it will be equally as frustrating in the winter months.</p>
Generic	Con	<p>If you have to work 11pm-7am and take the bus to work at night, it is even less safe than before this change. I was so afraid last night as I waited in front of Red Letter News. Of course there are people hanging around who are not boarding a bus. I was the only woman on the bus. I had to walk further to my job in the dark as the bus gets as close as near the top of State St. (Not a safe place at night anymore, even businesses are closed during the week now). I will have to get a car. I also witnessed two older people totally confused, no help from the driver. Who benefits from the route change at night? I suggest the folks who put this in place ride our buses at night alone.</p>

Generic

Con

Lies, Lies The New routes take hours longer than using the transfer points. People cannot get to food stores, get their meds at Walgreens, food banks, doctors, and jobs. Now you can get towards downtown but you still need to transfer to get to the Capitol.

I live in the Allied Dunns Marsh area and we have lost a lot of bus service. The bus used to go down all of Allied, Crescent, and Red Arrow. Now there is only service on one block of Allied and one block of Red Arrow.

Very racist as this is a poor neighborhood with many different races and now with limited bus service.

Route 18 was always full of riders every day ever 30 minutes. Now the service is hourly in the evenings and hourly on Saturday and Sunday. With the South and West Transfer Points we could get to anywhere in Madison within 30 minutes. Now we are losing jobs and access to vital services plus have to walk a long ways.

Many people use walkers, canes, wheelchairs, and are elderly in the area. There are many women with small

Generic

I take the R route from N High Point and Old Sauk to Watts and Junction and then transfer to the D to get off at Gammon and Watts for work.

I took this route yesterday, and was almost late for work.

I boarded the R route shortly after 9 a.m., got off at Watts and Junction to board the D route. And I ended up waiting there until 8:35 or so for the D route. Then we sat there until 8:46 before we left.

On Monday, I did this same route, and I was to the corner of Gammon and Watts by a little after 8:30. Yesterday, I got to the corner at 8:52, and made it to work at Woodmans with only 3 minutes to spare before my start time at 9 a.m.

I do not know what happened. Either I missed my transfer, or the D1 bus that was supposed to show up between 8 and 8:30 never showed.

Since the R route is only an hourly route, I really do not

Generic

Con

WHY did the City destroy the bus routes? So we could 'spend less time on the bus'...? What a (bleep) LIE!!!

I used to get on Route 7 at the West transfer, and go directly to the Dane County Farmers Market on Saturday.

Now, I will have to transfer at least once, just to go to the market. That makes my travel time LONGER and more dangerous. How is that supposed to be 'better' for me?

This 'great new design' ****intentionally**** makes it harder and more dangerous for disabled people like me, to use the bus. We will have to transfer in the middle of a street and hope we get to the next bus stop in time. We use wheelchairs and walkers, we walk slower. You made sure we cant use the bus now. (Bleep) What an arrogant stupid ****intentional ADA violation**** this 'great new design' is.

You 'experts' didnt consult any disabled people on these changes, did you?? Your new bus routes are intentionally designed to hurt us.

Generic

Con

The new bus system is discriminatory to disabled people. It is now much harder to reach bus stops because of how far apart they are, causing disabled people to have difficulty using the system. Whoever designed this needs to be ashamed of themselves.

Generic	Con	<p>I just wanted to point out that there is something that some drivers are doing that is affecting the estimated time of bus arrival at this stop specifically, possibly others at the beginning of the route D2. I see the buses park (stage) at the last stop going westbound of this route next to a Kwik Trip and wait there, with their displays not showing the route, and then eventually switch it back to "D2 - Airport". It seems that when it doesn't say D2, all tracking apps I use (Google Maps, Transit, and City of Madison Transit's website) show that the bus is running about 15 minutes late, which has lead me to think I have more time than I do to get to the stop. I have to cross 2 busy intersections and have already missed the bus once because of this and a driver leaving early. At 7:25, they show a 15 min delay, and then as soon as the driver switches the display, either approaching or even at the stop, the tracking reverts immediately to on time. I know the scheduled time, however many people rely on online trackers and it seems like some the drivers are doing is causing false delays to be posted online. This has happened to me 4 times this week, every time except when Victor (the ride guide) drove, and I almost missed that one because</p>
Generic	Con	<p>I used to be able to take one bus to work and the trip took 25 minutes. Now I need to take two buses and the trip takes 38 minutes. From my perspective this is not an improvement - Jenifer ST to Monroe St.</p>

Generic

Suggestions Hello! Thank you for offering public transit to the community :)

I wanted to provide feedback in regard to our recent changes to bus routes and schedules - I miss the 63, old 55 route, and 73. I live around the West Town mall area, where 63 and 73 used to take me directly to West Town mall, which I often take a visit on weekends, and the old 55 added an additional option to the travel during the weekdays to keep me fast and my schedule flexible.

However, though I can take D and H, or take D and stay on A to get close to the West Town mall - I miss having the opportunity to take 55, 63, and 73 to go straight to the mall without any transfer or in-between wait times.

Similarly, in order to get to Pick N' Save and Target area on Junction Rd, I would now have to make a transfer in order to get to a place that's all in the proximity.

Though I am positive our new bus routes and schedules made things more efficient and fast at the overall city scale, as someone who has been depending on the bus Thanks for messing up the bus system that had nothing wrong with it. Removing the East Transfer point I now have to walk more than a mile to catch the bus for work. It has now forced me to find other means of transportation. I will now longer ride this bus system ever again.

Generic

Con

Generic	Con	<p>The move to the new bus system is utterly plagued with problems if you live on the west side of Madison (late buses - 10-15 minutes late when people are trying to get to work on time, buses leaving early, bus routes that were planned out suddenly disappear from the Google ride planner leaving me stranded in the evening, bus routes that require me to take a bus all the way to University Bay - I live near Middleton - and then transfer to a bus that takes me all the way to West Towne mall where I work). I had to spend more than \$70 on Lyft rides to work this week because the system is so unreliable and unwieldy. How does this help working people and people of lower income? Why does it take more than an hour to travel 3.5 miles and why do some of the routes at key times try to route you all over Middleton in order to go to the mall or all the way to University Bay, as noted above? The only good I've seen out of the system this week was that it has created a sense of community at the bus stops as young and old, Black and white, complain about how frustrating the new system is. Oh, and I guess it is profiting the Lyft drivers who are getting more business; indeed, at least one indicated that his customers are complaining of the</p>
Generic	Con	<p>The new bus changes were just made worse it seems like today according to google maps. Previously, the 70 came every hour and took about 20 minutes to get from Allen and century to UW campus. Last week, it took 30 minutes with the new changes, and at least it was still one bus with no transfers (which I thought was the point of the new bus changes), although the accessibility was very bad at hours that were not rush hour. Now, it will take almost 40 minutes since I have to start by taking the R or F, then transfer over to the A? And there is not even a bus every hour? This new bus system is very disappointing for myself and most people I know.</p>

Generic	Con	rider called to report her dislike for our new service that's in effect. She's needing to transfer at least once everywhere she goes, she thought we advertise better service
Generic	Con	The caller said it would be a good idea to put a sign at the old bus stop pointing in the direction of the new stop, as people don't know about the change yet and might stand at the old stop and miss the bus. She also wanted to express her disappointment with the new route from Island & Mineral point, going to the Monroe St. area; it used to be a fifteen minute direct route, but now it is 40 minutes and involves transfers. The caller is elderly and cannot make the trip anymore, with the route change.
Generic	Con	This new bus schedule completely screws over people in the greenbush area. Took away the 6,4,&44. That's just crazy that you can do that and not replace those popular buses.

Generic

Con

I am writing to provide feedback on the transit redesign associated with the stop at South Ridge at County Highway Q (stop 6878). I have been a regular commuting rider at the stop for the past year riding both route 70 and route 72.

My specific concern is the new service which now only includes route R2. This new route has significantly increased commuting time from this stop and it makes riding the bus an impossibility on most days. I understand that in the new route design sacrifices had to be made for system optimality, however, this change seems particularly problematic (commute times have increased by 15-20 minutes).

I would like to request that the South Ridge at County Highway Q stop be added to the F route to make it similar to the previous route 70. This change would resolve my concern and would align with a reasonable commuting time.

Thank you for your consideration and for providing such excellent public transit service.

Generic

Con

Can you consider running buses a bit later (especially on the weekends), as I found myself stranded after an Overture Center show that ended at 10:30pm last Saturday (whereas before I was normally able to bus home up until about 11pm). {I just needed to be picked up by family}.

Generic Con I appreciate all the work you have done to get the new system up and running.
But, in my opinion, it still does not serve everyone equally.
Some busses are every 15 minutes and some are every hour.

Ok, here is my complaint for today, Thursday, June 22, 2023.

I left Woodmans West at 3 p.m.
I practically ran (in close to 90 degree temps) to Watts and S Gammon to make sure I would catch the D route going West.
Only to find out that it was running about 10-15 minutes late.
Ok, so the D1 finally got to this stop at about 3:22 p.m.
My connection to the R1 east bound bus at S Junciton and Watts is at 3:27.
I asked the driver of the D1 to put in a request for a hold on the R1 Eastbound route. Route D1 got to this Junciton and Watts at 3:29.. This meant that I missed the R1 Eastbound bus.

Generic Con Lack of service to malls - called and is upset about the new service by the malls. He uses a walker to get around and doesn't like how he has to now cross busy streets when trying to get to and from both malls. He also doesn't like that at West Towne the bus doesn't go to the backside of the mall by Best Buy. He used to take the old 67 route to the back side of West Towne mall.

Generic Con There is no way for disabled people like my girlfriend to get to the zoo! In general making disabled people and seniors "walk a little farther" for stops is life-changing it cruel and I don't know how the new design got this far. I know people who have lost their jobs over this redesign.

Generic	Con	I travel from Hammersley road to PPD in Middleton. Bus route 18 took me straight from my house to my workplace. Now, it requires one/two stops and additional time to get there.
Generic	con	New bus service is impossible!! Trying to get from Acewood & Cottage Grove to North Side is an hour trip, going through the Square. I will be buying a car. What do you expect people to do in the winter, what about elderly and disabled who can't walk 4-6 blocks for a bus or wait 45 minutes for one to come along. Madison is too small for this kind of system, what works in New York does not work here !!!
Generic	Con	The new route redesign, specifically to do with reducing stops in some areas, means that I and my roommates and neighbors without cars and unable to get to an affordable grocery store in a time-efficient manner. While the 2 and 38 used to both go from our area to the metro market area and make many stops to pick up others along the way, now the only option under half an hour to any affordable grocery store seems to be the A route, which still requires quite a bit of walking (also in general, the 2 was fantastic)
Generic	Con	With the new bus lines it is hard to get from the North side to the East side, for example to get from the Eken Park Neighborhood to Atwood Avenue is not possible unless you go many miles out of the way to transfer west of the capitol square or on the far east side. It is also not possible to get to the Willy St. neighborhood without crossing E. Wash and walking several blocks. These are the main places people in my household bus to and now it is very very difficult, where before it was one easy bus ride on the number 4. Please think of a replacement for the number 4 so my kid can get to school at Shabazz (see previous complaints) and we can all get to the other places we need to go.

Generic	Pro	THANK YOU very much for running (some) buses every 15 minutes. This is something I've asked for for years and it is a wonderful change. It has made leaving work SO much easier because now if I am one minute late, the next bus will come in 15 instead of 30 minutes.
Generic	Con	I hate the new bus system taking busses off Acewood Blvd. I moved from the north side to the east side 2 years ago and was in walking distance of a bus. Now I would have to walk over a mile to get a bus. I can't drive due to a vision problem. Now I can only travel without family driving me if I take a cab. Fibromyalgia and plantar fasciitis prevent me from walking so far. I miss being able to travel independently.
Generic	con	The bus is no longer available for me as an elderly disabled person. The bus went around less than an hour at best. It is now none. 7500's Tree Lane
Generic	Con	The transit system needs help. It's infuriating the route signs have not been updated. I'd rather things go back to using all transfer points. There are much longer walking distances for my needs and I will no longer be using your mass transit. I never knew of a system that has deterred persons into vehicle purchasing like this has since the route changes. I'll be requesting a refund on my unused passes. Change the routes back.
Generic	Con	745 W Washington and 540 W Olin - I no longer have a bus stop. I can and do walk reasonably far, but there are elderly people, both in my complex and in the subsidized housing across the street. And Romnes Apartments is full of old people and they don't have a stop!

Generic	Con	The changes already made and coming later this year are incredibly problematic for disabled people. Not everyone qualifies for or uses paratransit, and have to rely on the bus system to get around. Removing long established stops, while great in terms of ride time, will inevitably deter or prevent disabled people from using the service at all.
Generic	Con	Did you take into consideration the fact that people who rely on buses are having to walk much further to take a bus? Weather conditions, age, disability, all for the sake of making a bus system set up that is supposed to be rapid, which it really is not many times, for the sake of having rapid transit, and at the expense of people? Transfer points worked, even though years old. People waiting for a half hour outside, when a bus with a half hour route could return to a transfer point in half hour to have a rider take his or her bus? Do people who make these decisions ride buses on a regular basis, to get an idea of how the system works from experience,

Generic / R

Con

I'm Robin Skierka and have been riding the bus since 2015 and start on the West side of Madison and either go downtown or to HillDale depending upon the state agency I'm working at. I take the 15 generally. Please reconsider redoing the new routes! THEY ARE NOT WORKING FOR THE CITY RESIDENTS OF MADISON!!!!!!!!!!

When the college students return, the route timings will be insufficient for bus transit and there will be no room on buses at the current hourly schedule! You're gonna need bigger buses or more route times! So, ask yourself... 'why bother even having a bus route system for residents??!!' Just cancel the whole damn thing and save your cost to provide quality service if you're 1) Not going to provide adequate bus service coverage to residents, 2) Not listen to your customers.... us bus riders, when we make suggestions or air our complaints 3) Not effectively communicate the new bus routes and time changes, including assanine June 19 'SURPRISE' holiday bus schedules, 4) Not provide additional bus stop times during morning and afternoon heavy traffic commute times, 5) Not effectively communicate at

Generic A/R

Con

I wanted to share my experience using Route R westbound today (June 19). It was a weekday holiday schedule, which is somewhat unusual, but it underscores a structural problem with the redesign that all R and F users face after 7 pm on weekdays and on the weekends.

Routes R and F are the only lines serving numerous large neighborhoods on far west side. These routes are also unique in that they are the only "coverage" (non-peak only) routes in the entire system that stop running in the evenings and on weekends. To access these neighborhoods during these times, one needs to take Route A to Sheboygan, then transfer to the F or R. Since these lines are already running less frequently, the possibility of a missed connection can mean an unexpectedly long delay. If you happen to need to take the R1 or R2 because of your destination (as opposed to "either R"), you could be looking at an hour's wait.

H

Con

That's exactly what happened today. The westbound A bus left the Square around 5:08 (so, running either early or late). It had to stop multiple times along University, People like myself (elderly should not have to walk extra blocks to get to destinations when the previous routes most people could walk to the end of the block and get on a bus. Metro has not thought about how inconvenient and on sees when winter weather hits and slippery and icy roads. The new re- design is taking me out of the way of getting to Whitney Way at Walgreens from Hammersley and Whitcomb Drive when it normally took 5-7 minutes by bus. I appreciate getting to Woodman's and West Towne in one ride but it shouldn't go out the way to get to Whitney Way to access Walgreens and Hyvee.

- Holiday Service Con Please reconsider running a Saturday schedule on June 19th. I, like many of my hospital coworkers start work at 6am or 7am that day. I am coming from the Sherman Ave area and CANNOT walk to a farther bus stop to catch an ealier route. I could take the D2 if it was a normal weekday schedule. I don't know anybody who has off for Juneteenth.
- L Con Caller who has diabetes explains that he relies on the bus system to transport him in a way that is safe, quick, and reliable, but the L bus seems to be anything but quick. He says that from the north side, it now takes him twice the amount of time to get to Pick N Save from Tennyson & Packers. He hates the way the system has been organized for the north side since it is much harder to get to work and go shopping now. The L frequency could be increased to make up for the loss of the 21 bus.
- L Con I can no longer get to work. Before the 6/11 route changes, I could get from Burr Oak Ln to Fen Oak Dr in one hour by traveling through the isthmus. (I work in one of the multiple government buildings along Agriculture Drive where office start times are typically 7:45 am.) Now, however, the only way to travel this 7-mile distance is to walk over a mile and a half as part of a 85 minute trip. I am not able to walk that distance due to disability.
- L Con Passanger called to say that there needs to be more frequent service of the L bus. Waiting over an hour to catch the bus home everyday and she thinks this will be horrible in the winter time or on very hot days.
- L Con Passanger wants more frequent service on the L route. The bus needs to come more then every hour and 20 minutes. Also the passanger he wanted to add that many of the new bus stops need to have cut outs added so that way the bus doesn't block traffic when making a stop.

- L Con Customer upset with the new L route serving Owl Creek. She needs to use the bus to get food and go to work and with the new service only coming every hour and fifteen minutes it makes it really hard for her to get around. She would really like increased service to be added.
- L Con more frequent service with the L route. He got off a bus at Dutchmilland is having to wait over an hour to take the bus into Madison.
- L Con Caller upset about the new bus system. She lives over by Northport and Kennedy and has to use a walker and has bad eye sight. She says its already hard to coss northport to chatch the bus going back home from northside town center and she is really worried about the winter time. She liked the old 22 route because it would take her by the shopping center and if she needed to go to Pick n Save on Shopko all she had to do was take a 22 to the NTP and catch a 17. The new L route doesn't come by often enough. She hopes that someone will change things and make them better.
- L Con They have been stopped by many people on the L. There have been multiple feedbacks about increasing the frequency of the L route. The have been told by riders that they don't want to wait 60+ minutes for another L in either direction.
- L Con Caller lost his job in Middleton because he couldn't get to work on time. He lives over by Owl Creek and with the new L route only coming by once every hour and fifteen minutes he kept having to show up late to work. He wants better service in the area of Owl Creek like with the old 31.
- L Con This bus needs to run much more frequently. One hour or more service in unacceptable for people that shop at the Pic N Save and other businesses in the area.

L

Con

We cannot wrap our heads around the "L" route from the Dutch Mill Park & Ride. The whole point is to have an efficient route to get riders to the Capitol Square (government workers - City, County, State), UW Campus (students and employees) and to UW Hospital. A bus every 80 minutes, that first does a loop south of the beltline and then meanders thru the east side where you have to then transfer to get anywhere useful has caused many people to have to pivot to very inconvenient options. I can't imagine that any of my former Route 12 riders are utilizing this very inefficient new route. Please consider bringing back a route similar to the Route 12 that only makes a few runs in the morning and evening with to assist the riders who are going to the Capitol Sq, UW or UW Hosp from the east side. This new route goes against everything that is being touted - faster service, more buses, fewer transfers. Better service is being given to Fitchburg than Dutch Mill Park & Ride.

L Con Here is the information you requested in order to understand my suggestion of an amended Route L. Route L was originally created in response to the outcry of the northside community. Due to the loss of Routes 17 and 21 of the existing system residents will be losing access to the PicknSave on ShopKo Drive which is the only affordable grocery store for the northside community.

With our existing system, access to this heavily used necessity was quite convenient as the 17 and 21 buses both ran every 30 minutes.

Planners created an amendment, Route L, to allow northside residents access to PicknSave. However, the route extends far outside our community. It extends so far away that the frequency of service is only every 60-80 minutes.

L Con The Draft Plan service provided by routes C2 and C3 was then replaced by the Route L which was intended to provide a solution to loss of access to affordable grocery shopping in an outlying, low-income area that is very upset that the L route only come by once every hour and fifteen minutes. He says that the service should be changed to every 30 minutes or at the most every 45 minutes.

L Con Caller upset about the new service. She used to take the 31 route from Marsh and Calico into the city. Now with the new service the L route only goes as close as Marsh and Voges. She can't walk that far partly because she is in her late 60s and partly because she says there is no sidewalk for most of that stretch from Calico and Marsh to Voges and Marsh. She is also worried about how the new route skips areas around Valor and Brandenburg she says that many kids would take the 31 route to La Follete Highschool both those who missed the normal school bus and those who had late starting school or had after school programs that ran late. She wants the service to be changed to cover this area again.

Layover Location Suggestion There is a new bus stop on Maple Grove Drive directly in front of the KwikTrip. The bus sits there and it blocks views of oncoming traffic from the left when anyone is trying to leave the parking lot. Much of the oncoming traffic is cars on McKee Rd turning right onto Maple Grove. This is a very busy intersection and having a bus blocking views is dangerous.

Today while I was at KwikTrip, I saw the bus driver exit the bus and go into KwikTrip while his bus sat there. If the bus dropped off people and left immediately, this might not be an issue. In the previous weeks, I have seen a bus sitting there with a sign saying it was not in operation.

The bus stop should be relocated to the opposite side of the KwikTrip driveway, far enough away that traffic coming downhill on Maple Grove Drive is still visible. The bus driver will have to walk a few more feet to take his breaks but I think safety is more important.

Layover Location Con Brian would like someone to call him and give him the Parking Policy for our Buses. He wants to know why a driver thought it was ok to park his bus on Highway PD blocking traffic as he ate a sandwich. Maple grove & Mckee

Layover Location Con I wanted to share an observation at this drop off only stop and rest area for buses and drivers. Metro might want to tweak the length of time of buses being idle here due to issues with buses gathering at this stop and partially blocking entry and exit from the Kwik Trip lot along with near misses and accidents due to obstructed views at this intersections.

would it be possible after unloading passengers from the D and E and bathroom breaks for drivers, that buses move to Prairie Road to help lessen potential vehicle accidents at Kwik Trip

Layover Location Con At the corner of Maple Grove and county PB, busses park and wait on Maple Grove in front of the Kwik Trip store. It is a very busy area with many vehicles exiting the store. Their view out is critically blocked to see if traffic is coming for them to exit. Also cars on Maple Grove cannot see cars exiting the store very well and it creates a huge hazard for cars inching out to see if it is clear.

It's just a really poor place for busses to sit and accidents sure to happen. Sometimes there are two busses parked there at the same time.

Layover Location Con Caller wanted to let us know that she feels this bus stop blocks the view from Independence Ln so she can turn right from onto Independence outside McDonald's on the frontage road. Buses park here for sometime and can obscure the view from Independence Ln to E Washington. She wonders if this stop can be moved down at all to enable better vision for turning.

Layover Location	Con	Concern over the stop at Cottage Grove and Dempsey by the KFC needs to be moved up. Its too close to the intersection and if the bus stops suddenly cars behind it with hit the bus or have to swerve into the oncoming traffic.
Layover Location	Con	Could someone go out and take a look at the new bus staging area at Maple Grove and McKee? The busses create a blind spot for people turning left out of the Kwik Trip. It is really only a matter of time before someone is going to get hit by a car they don't see. They also block the bike lanes on McKee Road going northbound.
Layover Location	Con	They put up an L route on the corner of Northland and Delaware, my property is on that corner. The bus at times prohibits me for backing out of my two car driveway, I now have very limited parking now that the bus has restricted me and my family from parking our cars on the street, I have several patrons that stand at the bus stop sitting in my yard and even on my personal property waiting for the bus which has caused verbal altercations! It is a huge inconvenience and blocks the view of the street while I backed out of my driveway. The location location I feel is unsafe, because many children across the street on the corner to go to the park. There is no stop sign which means if there are no patrons waiting for the bus it will come racing down the street and could possibly hit a child. There are six bus stops on the street from Wheeler Road to Sherman Avenue. The bus stop on the corner of Delaware and Northland is only a half a block away from the next stop. It is unnecessary to have a stop at the Northland and Delaware location and unsafe! I am making a strong request for the city to re-locate the L bus Bus stop at that location.

Materials	Suggestion	user suggested giving routes colors in the maps again to make them easier to read (especially on the downtown/campus insets). (Would need another way to indicate frequency, though)The campus/downtown map is particularly hard to read except for a and b which are colored differently
Naming	Con	I wish I would have thought of this earlier during public hearings, but I realize now that the naming scheme of the buses can be confusing for those who are hard of hearing, hard of speaking/have a deep accent, or both. "Buses B and D" sound similar. If someone is trying to communicate what bus to take, the person listening would have a hard time. These sounds are confusingly similar. There might be other combinations of similarly sounding letters. This wasn't a problem when we had a numbering system, but now that we moved to letters, we opened up a can of worms for a certain population.
Naming	Con	As Bus D and O share the same route at time, it is difficult to distinguish between them when they approach. As someone who is near-sighted I have a hard time differentiating between D and O on the bus banner sign in the front. When the bus is arriving they look very similar. One might say I could differentiate between D1 and O but there's also Bus A1 so it's still hard to tell from a distance. Now I worry about those who are both near-sighted and hard of movement. They may not see in time which bus is correct, or they might make the effort to stand up even though the wrong bus is approaching.
Naming	Con	D1 AND D2 Bus Stops shouldhave D1 and D2 not just the letter D.

Naming Con I take route D1 to commute to UW-Madison. I notice that on all the bus tracking tools (e.g. transit tracker on metro website, google, bus radar), the west-bound bus is only labeled as "D" without specifying the route (D1/D2). This is confusing because I can only take D1 to get home, and it is impossible to know through tracking whether a certain D bus is the one I need, unless I stand waiting at the bus stop to see the actual bus (what is the point of tracking then??). I imagine this would be an issue for people who need to take the bus east-bound from campus/downtown area as well since D travels quite far to the east and the north side of Madison, and many people may only be able to take one type of D bus to get to their destinations.

Would it be possible to:

- 1) either label the D bus on all bus trackers D1/D2 so we can tell the difference;
- 2) or just rename the two D routes completely (they can be called D1 and D2, but with two different route maps/tracking options)?

Naming Con Thank you for your consideration.
Please consider changing your website to put a greater emphasis on the numbers that appear after the letters. On 6/12 I accidentally got on the D1 bus instead of the D2 bus, because all I took from the instructions was "I need to take the D bus and then the H bus". There were several other passengers on that day that made the same mistake that I did (as I talked to one man who got off at Vitense Golfland with me, and there were several others making panicked phone calls to people that they weren't going where they expected to be going). The regular commuters will get the hang of it, but people who only occasionally ride the bus could benefit from the purple square saying "D2" (if that's possible).

Naming	Con	<p>people find the d1/d2 a1/a2 etc designations confusing. One suggested renaming them to avoid confusion - d1 to Just d and d2 to another letter or whatever (? It would certainly make maps more confusing). There is consensus that buses should display the number always, even before it splits, which happens on A Eastbound but not necessarily on C, D and R</p>
Naming	Con	<p>B route say eastbound or westbound, which confuses people since B is north/south really (could be an issue with other lines but haven't seen it). Have had to redirect riders to get off and cross the street and take the opposite direction a few times.</p>
NTP	Con	<p>Due to the closing of the North Transfer Point park and ride and the fact that every request and mapping I did indicated three or two buses, from my home or from street parking, rather than the one I had previously taken from NTP to UWHC I am no longer riding the bus. I miss my easy commute and convenient reading time. I am sad to be paying for a base lot parking permit. HOWEVER I have made my commute shorter when everything you offered made it longer and included the risk of a missed transfer or having to wait at a stop in bad weather.</p>
O	Suggestion	<p>So far I like the new O route as a replacement for the 13 bus, but it still comes too infrequently. The buses that come and go from the South Transfer point, especially the ones that go to campus or downtown, really need to come twice an hour. There are so many students and UW employees on the south side, as well as State Government workers. Please consider increasing the frequency of the O route</p>

- O Con called upset about the new service with the O Route. She says she used to take the 13 from her home to work and back in. Every thing was fine with that. Now the can only take the O Part of the way to where she needs to go and she has to transfer buses. She says the new system doesn't make sense because now the O only runs in one direction for most of the route and be for it was better when the 13 ran both ways.
- O Con The O bus is my bus now. But I got on it with my grandson one day and we went a whole different way than the O is supposed to go. So it's everything. Not just the bus stops and not just the transfer points and not just we don't get the right information from Metro employees. It's everything!!!! I got on television twice to let everyone know that they don't need to fix what isn't broken basically. No one likes it not even the drivers. I can't find out what bus to take from the dispatcher or the driver bcuz they have said they simply don't know and hand you a map! A map! For people who don't even drive. Who even asked for change and why?! I bet the person who changed the system doesn't even ride the buses!
- R Con It surprises me that there are no buses that go to Middleton from the UW campus past 6PM, namely the R. I could understand if it came once an hour like the 70 used to, but for it to take 90 minutes to travel on a bus after 6:30 PM to go to Middleton is a little ridiculous. There were many graduate students including myself that took that bus route later at night and now that it is gone it really limits our accessibility. If you could add routes past 6PM that would be great.
- R Con The new bus route only has one bus coming past my stop instead of two like it had. It also stops service at 7 pm. Why is the bus 70 and 72 combines into one bus which is R and it doesn't even run to the university in the evenings.

R	Con	<p>heard several people complain about R2 running only every hour even though there are lots of apartments there. They Also wish it would run later at night.</p> <p>Many comments about R and F along the lines of “if only the first bus was 5 min earlier” and “if the bus was 5 minutes earlier in the morning I could make my shift in the hospital”</p> <p>F can get really crowded in mornings and afternoons, making passengers worried about returning students. May justify increased peak hours service?</p>
R	Con	<p>This feedback is regarding the time change of the R bus with the new transit schedule. I am a UW Hospital Employee who has taken the bus to work since I moved to Madison 8 years ago. I have always boarded the 15, now R bus at Old Sauk and Yosemite Place at 6:26 am, which enabled me to get to the hospital on time to start my shift. Now, the bus picks me up at either 6:08 or 6:38. The 6:38 bus is too late to make it into work to clock in on time at 7:00. With many hospital shifts starting at 7:00, is it possible to shift the times slightly earlier, closer to the previous schedule in the morning? I would like to continue to take the bus as my primary commute to work, but this new schedule is not feasible for me or my family. Thank you.</p>
S	Pro	<p>I used the bus to get to the Farmer's Market this morning on the S route without too much trouble. It was a nice day to take the bus and take it back home when I was done. The driver was very nice and I enjoyed having the service. I wish it would have been here 30 years ago when I was taking classes at UW-Madison!</p>
Uw Hos	Con	<p>The caller left work early in order to catch the bus at 7:33 p.m. She got to the stop at 7:25 and the bus had already gone by. She expressed concerns that the routes/timing of the buses to and from UW Hospital are not working out for many employees.</p>

Uw Hos	Con	The caller complained about the route from Spring Harbor to UW Hospital. She doesn't think she will be able to make it to work on time, especially in the winter. She has to clock in by 6:30 a.m.
UW Hos	Con	No busses come from the west side to the UW hospital campus. Oncology patients have to transfer multiple times or walk 3-4 blocks to get to the hospital. There are existing bus stops and busses go past on university Ave every few minute but none divert to serve the hospital.
Uw Hos	Con	I sent an email a few months ago protesting the new bus system. I gave it a chance. After observing the new design in action, I am now confidently convinced that whoever designed it should be investigated for fraud. I am a health care worker. I now have to walk over 1 mile everyday just to get to a bus system that takes two hours to commute to Middleton, and pray that it never rains again. This local system of screwing over poor people just so a few people with position can get rich needs to end. It's so bad that even health care providers are being placed in unsustainable living positions. The landlords are corrupt. The city officials are corrupt. The business owners are corrupt. And that's why there is no longer a middle class. I wish someone would take some responsibility in this town to do something to stop it, because things are getting absolutely absurd in this community.
UW Hos	Con	I understand that change may be necessary, but when planning change, one should start with the end in sight. The UW Hospital and clinics is a large employer and the fact that buses arrive at 3 and 33 after the hour means employees have to add 30 minutes before and after there day to use the public system or have to pay \$1000+ to park near by. This really adds more challenges to the stress placed upon these employees

UW Hos Con With the updated routes, there are no busses that come from the west (like Hilldale) and drop off at the medical school/hospitals. I selected my housing option because there was a bus that stopped right outside my door and took me right to the medical school. Now I will have to walk 15 minutes from the closest stop to get to the medical school - these changes were advertised as being minimal but this is a significant change. This seems like a fairly well-traveled route so I'm not sure why this was changed so significantly. I will need to look into a parking pass on campus now as a result.

UW Hos Con I should have been paying better attention earlier, but the new bus lines make the bus system unusable for me. I purposefully moved to an apartment with a direct line to the bus stop at WIMR on university bay drive, and I assumed that because our stop was not being removed and the 28 and 38 kept the same names that I could still use those buses, but NONE of the bus lines now go directly from university and ridge to WIMR. I am very upset and now have to consider moving apartments because in the frigid winter weather, I will be unable to walk and transferring from university to a bus coming through the university bay drive loop may take as long as the walk. This is a terrible step backward in the bus systems NOT an improvement. There are also MANY of us working/studying at the hospital buildings who live within a few miles west of the hospital who are affected.

UW Hos Con There needs to be more routes to the UW Hospital. It is very unfair for the elderly and disabled people to not be able to easily get to the hospital without transferring or walking up Highland.

UW Hos Con The caller would like to see some of the old routes restored to the hospital, as the new routes do not work well for hospital employees.

UW Hos Con their are no direct bus from hilldale mall. Shorewood hills to hospital which is very inconvenient to us who travels everyday. Instead of taking 15mins to reach now it takes 30 mins which is double of what we needed. I think adding few stops directly shouldn't be big of a deal.

Uw Hos Con Anonymous staff member at UW Hospital HATE the lack of coverage around the hospital. The C would be better if it went in a complete loop around the hospital. She also asked if a majority of people hate the new system.

Uw Hos Con This feedback is regarding eastbound transportation to to the UW-Hospital system, specifically from the Sheboygan Ave./Hilldale mall area, but includes locations further west:

There is no eastbound bus to the hospital system for the largest employer in the state of Wisconsin, UW-Madison. I personally live in an area where I see dozens of students and faculty waiting for an eastbound bus, every morning, to arrive at the UW Hospital system. Since the eastbound busses aren't necessarily synched with the J line (or whatever bus goes north/south towards highland), when we arrive at the intersection of university and highland, there is no guarantee we can get a transfer to take us the rest of the way without adding a significant amount of time to our daily transit.

I think this will be more problematic in the winter when it is -10 degrees outside, and we have the choice of shivering at the bus stop across the street waiting an undisclosed amount of time for the bus, or, we can walk uphill for 10-15 minutes through the snow instead. I spoke with one of the metro transit helpers the other

Uw Hos Con A lady called upset with the new route from Sheboygan and Segoe. She is upset that there isnt service to the hospital anymore from that area. Now she has to change buses to the C route to go around the hospital and the C is often late meaning she almost doesn't get to work on time. She wants better service coverage in this area.

UW Hos Con The new bus route from Sheboygan Ave to UW Health/Med school is awful. It's absurd that you don't have a direct bus from west side to the hospital given that it is a mass hirer with so many people depending on metro for their daily transit. As it is the parking on campus is so expensive and really not affordable for regular people. And now the only affordable and easiest way of transportation is cancelled. It takes me 1 hour to travel the distance above which should take maximum of 15 minutes. Please I request you to go back the previous routes or have at least 1 direct bus every half hour at peak times where we don't have to switch buses and either walk or wait around for a next bus. I understand the changes were made to improve transit but sadly that is not the case for at least the UW-Health to west transit.

UW Hos	Con	<p>A significant number of UW-Madison students who live in the Sheboygan Ave vicinity rely on the bus system to commute to the UW Hospital. However, none of the existing routes provide a direct and convenient option for these students. They are required to transfer at least once during their journey, which not only increases travel time but also adds an unnecessary burden to their already demanding schedules. I kindly request that you consider addressing this issue by either modifying an existing route or creating a new one that directly connects Sheboygan Ave to the UW Hospital. This would greatly benefit the students in the area and contribute to a more efficient and reliable transportation system for all residents.</p>
UW Hos	Con	<p>It's harder for residents living near the hilldale mall to get to the research center. Unfortunately, there is no route that goes into Highlander Ave. I find the new design inequitable.</p>
UW Hos	Con	<p>Please put more buses to the UW Hospital.</p>

UW Hos Con I live in Sheboygan avenue. The new bus route is totally inconvenient for people working in UW hospital. Except campus loop, there are 3 routes pass UW hospital and Wisconsin Institute of Medicine Research during weekday. But now, there is no buses passing hospital area. We need to walk for more than 10 minutes after getting off the bus. It is ok during autumn and summer, but it will be painful during winter. At that time, I think there will be more people choosing to drive private cars for working or going to hospital, which is unhelpful for resolving the traffic jam of University Avenue. People working in hospital want to ask for one route which is like former 2 route, linking apartment area and hospital area. I think this route is not only convenient for people who works in hospital and who go to hospital for doctor, but also can help to decrease the number of private car in hospital area.
Thanks!

UW Hos Con There have been multiple people who used to ride the #80 and had to transfer to the #2, 1 time @ Highland & Marsh to make it to the WTP. They are not happy that they have to take 2 transfers and more time to make it West.

UW Hos Con The new bus system certainly seems to be good in theory, however, it has a massive oversight for everybody who works on the hospital loop. There are no routes from the west going around the hospital loop. This is a massive inconvenience for all employees living on the west side who need to go in to work there.

Please consider rerouting bus lines such as the E to go around the loop. A simple reroute like this would go a long way towards alleviating the stress the new system has imposed on many people.

UW Hos Con All buses in the morning are late! It's still summer so there is no student yet, just some grad students and working people but already crowded and getting late. There's no bus come every 15 min since they're late and all come at the same time every 30 min....
The accessibility is worse... why did you remove the direct bus route from west side to the UW hospital? There are a bunch of people working in WIMR and hospital and now we need to walk 10 min to get on the bus and walk another 10 min to the hospital...don't talk about the C and J busses. Imagine it's in winter with freezing temp. This is such a bad re-design. It's good to have more busses to the east but how about the west side?

Previously, it wasn't occupied at all and no delay in summer. But what happened now....! Such a disappointing design.

UW Hos Con Ask the person who designs this system to try walking from some apartments in Sheboygan Ave to catch the bus for the UW hospital and repeat for the whole summer. It's nightmare since the bus stop in front of The MANY people who rode the 2 from the Hill Farms area to UW Hospital are NOT happy with the new routes. Yes the A is fast, No I don't want to walk over the hill to Waisman Center, especially in bad weather. Years ago when I took the bus daily to radiation I couldn't have walked over that hill twice a day.

UW Hos Con Zero buses from the westside to the UW Hospital. There are buses from the eastside to the hospital but not one from the other direction. Please add more buses to the hospital from the westside.

Uw Hos	Con	Caller wanted to express her disappointment in the bus system lacking options to the UW Hospital from the east side over the weekend before 7a. She cites staff needing an earlier bus to arrive to work before 7a.
Uw Hos	Con	Customer is upset because on the weekend she has to walk further to get on the bus to get to work at UW Hospital. I have to walk over 1/2 a mile to Eau Claire to get on the bus and then I have to walk 1/2 a mile to get to work where I am constantly on my feet. I was told the buses would be running every 10-15 minutes and they are not. I don't like this new bus system. And leaving work on the weekday is horrible if I miss the bus.
UW Hos	Con	Please, a bus through the UW hospital loop that does not require me to transfer at University Ave. When I leave work at the Waisman Center, I can take a bus to Marshall Court. However, then I must cross through the traffic on University Bay Drive to get to that stop that sticks way out into University. Then who knows when the bus will come to take me west. We really need a bus through the hospital loop that takes us west without a transfer. Why not put the 28 back on it's old route? I tried driving but the campus is a sea of cars because everyone is abandoning a bus system that only serves a few.

UW Hos Con The redesign lacks direct bus lines from the west side to the UW Hospital (Highland Ave). Many students, faculty, techs, physicians, nurses, and patients need such direct bus lines a lot every day. You claimed that transferring through line A to C/J was possible and convenient but that couldn't be further away from the truth. The different bus lines never match in their schedules and transferring at University & University Bay is a total disaster. You'll have to cross University Ave which usually results in missing the transfer bus. Plus it would be a nightmare having to transfer on such a day with terrible air quality or in winter. There were 2, 28, and 38 and they were great. There's no point in redesigning them at all. Besides the buses are delayed so much every day. The redesign is just a disaster.

UW Hos Con As someone who usually bikes to and from work, I was initially unphased by the bus route change. However, with the poor quality and choosing healthier alternatives of commuting (ie, bussing), I've come to find out that I'm highly disappointed with the bus route change. Having one bus come every 30 minutes from UW hospital to State Street is pathetic. I've heard from other people who are more up-to-date with the bus routes that they are being updated at the end of summer. If this is true, consider additional routes from UW hospital to State Street.

Uw Hos Con It is ridiculous that non of the westside bus line go to UW hospital. A big part of hospital workers, medical and graduate students live on the westside and doing so will increase the number of people driving to work, detrimental to the idea of public transport. It is a long walk up hill and will introduce massive traffic through the children's hospital, especially in the winter. It is unrealistic to make people wait downhill, wait for another bus and ride 3 min to get to the hospital. Also, I thought the new bus system will cut the number of stops and have more frequent buses. But most of the stops are exactly the same as before. The distance between many stops are way too close, unnecessary and increase commute time.

Uw Hos / E Con These new routes are absolutely terrible. The timing is off on the apps so you don't know when your bus is actually scheduled to arrive; the reduction of routes on the west-side going to and from campus has blown up my work commute and makes it much more difficult to find a way to get either to work or home via the busses (where before it was easy, I had several options that would get me home timely, and the route timing was predictable); the changing of the eastbound routes to only departing from near campus once per hour in the early evening has blown up my co-worker's schedule and made it difficult for her to make it back to her home when she needs to work slightly later than usual unlike she used to be able to before these changes were made; The number of riders on the route I used to take into campus has dramatically fallen. The bus used to be packed with undergraduates, graduates, faculty, and staff and now there's barely 6 people who ride it because the route no longer goes where they need to, forcing them to walk more than a mile in some cases just to get to where they need to go, and they used to not have to travel all that far for that service. Overall, the revamp to this part of the system that I and my