

Background

Metro published an online survey asking seniors and those with disabilities for feedback on how the redesign might affect their ride.

Survey Responses

- 91 respondents indicated they had disability
- 50 of those respondents indicated they use fixed-route
- 21 additional respondents indicated fixed-route sometimes

Responses below show these 50 respondents that indicated:

- Have a disability
- Chose “Yes” to “Use fixed-route”

Respondents live in these general areas:

- Far west side (mostly North West) – 20
- Isthmus area (mostly Northern) – 10
- North side – 4
- Far east (Cottage Grove area) – 6
- South side - 6

Feedback Themes/Concerns

- Will need to walk further
- Crossing streets, especially in winter
- Traveling further to bus using wheelchair
- Affordability of paratransit
- There will be a need for more benches at stops
- Takes away independence by making it more necessary to ride paratransit

Feedback Summary

Questions/ Statements:	16
Compliments:	2
Complaint on Walking Distances:	21
Other Complaints:	9

Questions or General Statements

- A bus stop closer to my home.
- Please keep the design where the bus lowers so we can up step or down step.
- Not accessible enough. Discounts disabled community members
- Will there be accessible bus shelters.



Metro Redesign - Survey of Riders with Disabilities

- I cannot afford paratransit
- A bus comes nearby, but does not have a platform, just an apartment's driveway.
- Provide benches at the bus stops.
- Direct service to Picknsave would be a big help!
- Yes! I am going to s
- We as citizens of Madison, need to have better and reliable transportation.
- I have no seen the redesign.
- Inability to drive has made my HP card VERY valuable. I hope HP bus fares are continued.
- I'm not allowed to drive because of my disability so need Metro for everything
- As always, please keep in mind where stops are located. They are often in spots that the drivers can't pull up to fully so that a person ends up in the street or in a snow bank. Please put stops where there is ample room for the bus to pull up to and that there is pavement at both the front and back doors. The drivers make you get off at the back which is often not safe. I can't see where they are dropping me off (an uncut field of weeds, snow bank, in the street, etc.). Busy streets are hard for stops as well - difficult to cross and dangerous places to be waiting and even more dangerous to be let off into.
- Where I live is a stupid question. More important is that the snow prevents me from crossing the street in the winter -- both Midvale and University since I use a wheelchair. I won't be able to go anywhere in the winter, including to work. How does one pay taxes when you can't earn any money? Thanks Metro. Way to go!
- I am partially blind, and I rely on route 22, North transfer point, route 4, 2, 17, 26,30,6.

Compliments

- I have ADHD which is a neurological disability under the ADA. I'm filling out this survey because it didn't specify physical disabilities, so I'm sorry if I'm straying outside of the intended purpose. In case you are including neurological disabilities, I wanted to say Bus Rapid Transit will be a boon to people like me. One of the most challenging aspects of using the bus as someone with ADHD is time agnosia (aka 'time blindness'). I find ways of coping, but keeping track of time is an uphill battle given the way my brain works. Missing the bus is something I can mitigate but not realistically eliminate from my life. Rapid transit is much kinder towards people with neuro disabilities like ADHD because dramatically reduces the penalty of missing the bus. The change to BRT is going to make a huge difference for me - I can't wait!
- The redesign will make it easier for me to catch a bus because I will only have to walk to the corner of N High Point and Old Sauk, instead of Excelsior and Old Sauk.

Complaints about Walking or Distance to Stop

- I'm concerned that I might have to travel farther to catch a bus and to get home in the evening and weekends
- I am mobility impaired and over 70 years old. I can walk but sometimes with difficulty. Previously several buses traveled down Rutledge in front of my house, some all day long. The recent routes



Metro Redesign - Survey of Riders with Disabilities

reconfiguration has already eliminated almost all those buses. I now have to walk 4 blocks to catch a bus on Winnebago. Shockingly the new redesign has only ONE bus traveling on Atwood, only ONE bus that travels on Winnebago, NO buses on Rutledge and NO buses that travel to the Square or down State St from Winnebago. What were you thinking?! Certainly not about serving a neighborhood whose residents value mass transit. I predict a dramatic drop in passenger count if you implement this poorly thought out "design."

- Yes, the physical walking travel will increase to three times the distance down hill and then uphill for return trip from east Washington Ave stop. Time to walk to bus stop on east Washington would be same time as ride on bus around Hayes loop. Greatly appreciate keeping Hays loop though sadly not both ways. However, the Hayes loop is badly needed for the many poor and disabled to get to jobs and get pay to afford transit bus passes.
- To put it bluntly the proposed redesign is horrible for the disabled community in Madison. It is definitely a step backward for Madison Metro's accessibility goals. One thing Madison Metro fails to realize is that the disabled (and the elderly) cannot walk long distances to a rapid transit hub. Metro also does not understand the degree to which the typical disabled resident plans their life and their housing around bus service. And if you're disabled suitable accessible housing is very hard to find. I moved to this west side neighborhood because of the plethora of bus stops and because there were several bus lines traveling not far from my house. Over the years I've known many other disabled, especially the blind, who've moved into this neighborhood because of the bus accessibility. Now the stops and the lines are being removed. Not only that but many of the bus routes to the places we frequent on the west side such as grocery stores, dentist's and doctor's offices are being removed. I and my husband will no longer be able to ride buses to many of the places we travel to in the course of a typical week. (Since Lyft and Uber destroyed cab service in Madison a 2-hour wait to get a cab in Madison is now sadly typical. And Lyft and Uber drivers often refuse to transport riders in wheelchairs or with service dogs.) Madison Metro is making the entire city inaccessible to us and our disabled friends. Please reconsider the system redesign. It's bad for the disabled. It's bad for the elderly. I've spoken to many elderly in my neighborhood who are shocked and dismayed that they will no longer be able to ride the buses anymore because it will be too far for them to walk to a rapid transit hub. Please, please reconsider this horrible plan.
- My disability makes it difficult for me to prepare for work and get to the bus on time, or to make the bus on time to get home after my workday has ended. The new plan will increase my walking distance and make it more likely that I will miss the bus either way. I miss the bus about 1 in 5 times now, and I with the new routes I will probably miss it about half the time, which would really reduce my ability to use the bus at all. I am also more prone to accidents while driving, so using the bus is imperative to reduce my risk of an accident.
- Taking away the stop near my house would make it much more difficult to get to work



Metro Redesign - Survey of Riders with Disabilities

- No just make it close so I get to it.
- The current re-design proposed would likely make use of the normal bus routes impossible as I'll need to travel (by wheelchair) nearly 1 mile before I'd be able to catch a bus. Elimination of the Route 15 and Route 73 lines will mean I can't access the bus lines anymore. Please consider running/creating neighborhood specific routes that could at least get riders to the main junction points to catch these new main line routes.
- With the redesign I am concerned about distance from my apartment building to the bus stop. I'm also concerned about the elimination of routes on the North Side. I bank and grocery shop there because on Northport I can go to UW Credit Union and get dropped off very close. When I take the 32 bus from my apartment to East Transfer Point I can take the 17 almost to the front door of Pick N Save on Aberg Ave and get picked up there. This helps tremendously with my health challenges. Especially in the winter. I need safe and close drop offs. This is my best grocery choice. Woodmans is a lot of walking to navigate and for different health reasons, a smaller grocery store is a better option for me. Metro Market on Cottage Grove Road is closest to me but is difficult to get to because the 33 route it's closest to only runs on peak times and is a ways from the bus stop. If I understand correctly this route may also be eliminated under the new plan. I feel the new redesign will restrict my options.
- It sucks. I will have to in the winter walk a quarter mile which I can not do even anytime.
- The proposed loss of Bus 13 would require a half mile walk from my house, which is not possible for me to do. I now walk 2 blocks which is basically my limit. Losing service on Olin Ave would affect not only me, but MANY others access to bus service in proximity to where they live. A half mile walk would not be possible for me and many others, and would remove bus service as an option. The City should be providing bus service to minimize the use of cars. Without bus service I will have to drive daily which is counter productive to reducing traffic and eliminating the use of traffic for sustainability and many other reasons. The NS BRT may not get implemented, so why not keep existing routes until that change is actually implemented to ensure we have adequate services for the citizens of Madison, not just implementing an expensive new BRT system that appears to be reallocating the money away from providing bus service to meet the needs of all the citizens of Madison.
- I have difficulty walking so I don't see how the new system can benefit me. In fact, it will make things worse. I call this new design "Hitler's Autobahn" as it is only designed to move people without regard for anybody else.
- This is going to make me go at least 3 to 4 more blocks away from my home to catch the bus instead of half a block away.
- Getting to the bus stop is the biggest problem.



Metro Redesign - Survey of Riders with Disabilities

- It helps to have lots of bus stops so i don't have to walk so far. Also we need more benches at bus stops
- Proposed changes to current route 21 service will not be compatible with my work schedule of afternoons, evenings and weekends. I can't figure out from the proposed maps what my options would be to get to work. I'm worried there wouldn't be any options for someone who can't walk a mile or more to the nearest bus stop with the service that works for out of peak service work schedules.
- The changes mean I will not be able to get to a regular bus stop as it is too far for me to walk. I will have to switch to Para. I feel that Metro is taking away some of my independence.
- Increases distances to stops and needing to cross arterial streets to get to stops will be brutal for those with mobility, vision, or cognitive impairments, particularly in winter when crosswalks are not effectively cleared. Our neighborhood has a nice accessible stop for downtown bound buses big boarding pad, shelter, crossings on lower traffic (at least compared to Whitney Way) with refuge islands and good curb ramps that will be eliminated in the new plan. While the distance to new stops on Whitney isn't huge the quality of stops and hazards of street crossings are much worse.
- The proposed redesign will move a bus stop I use on a frequent basis and force me to cross several very busy streets, such as Fish Hatchery Rd to get to and from a bus stop. As I am not willing to risk my life to catch a fixed route bus, I will be forced to rely on the unreliable paratransit system. Moving this bus stop also impedes people using the fixed route system to access McKee Farms Park, which is at this location. Needless to say, I am strongly apposed to this particular aspect of the Metro redesign proposal as it would severely impact my ability to independently travel.
- I think the redesign does not take into account people with disabilities. By not going into neighborhoods, more walking is required. I'm also concerned about learning a complete redesign, as change can be difficult for me.
- Hard to walk farm to catch the bus.

Other

- I have concerns about the loss of the transfer hub and how I will transfer buses to go elsewhere. I currently take one bus to the West transfer point and another to get to West Towne or Woodman's grocery store. With the loss of # 19 bus I also need to get another bus on Odana Rd to get to downtown, which used to be a one bus trip.
- I have concerns about changing to letters rather than numbers. I'm blind and need to hear the route. I believe that letters are more commonly misunderstood and misheard. Also, I have



Metro Redesign - Survey of Riders with Disabilities

concerns about the reduction in places that the bus will go. I rely on the bus for all my travel. I need coverage and need to not have to wait long times for buses that come infrequently. If a bus passes me by, while I'm checking other buses in high traffic stops, which does happen often, I can't wait 30 or 60 minutes for another. I work, have a family and have obligations that I need to be able to get somewhere in a reasonable amount of time. I also worry about identifying stops with BRT as a blind person and the stops being in the center lanes. Finding them will require me to cross a street and hope to locate the median. If I don't know if it's nearside or farside, it will cause unnecessary street crossings. Lastly, I have concerns about very limited access into Middleton. Although not disability specific outside of relying on the bus as my transportation because I can't drive, there is very little coverage and only rush hour into Middleton.

- The Sherman and Sherman Terrace stop on Route 2 is vital to not just me, but so many members of the community. This is NOT limited to the Sherman Terrace condos - people come from Maple Bluff and all the apartment complexes surrounding us. The nearest stop is too far for me and many others. This route stop is essential - do not get rid of it!
- The redesign is no good for me since I travel only by walking or by bus routes and the redesign fills me with anxiety about how I will get to St Vinny's on Fish Hatchery and about how I will be able to get to other various destinations around town. If I have to carry a lot of stuff for instance to or from a volunteer job or the food pantry, it just does not work to have the bus stop half a mile or more from my origin or destination. I wonder if question 8 is because Metro anticipates that people who would be poorly served by the redesign would use more paratransit. My main disability is autism not a mobility impairment so I don't think I even qualify for paratransit or it seems like it would be an abuse of that service which obviously costs more to operate. I don't anticipate using paratransit unless I acquired a mobility disability, which I don't expect to. Do you intend for people without mobility disabilities to use paratransit? I don't ever take taxis for cost reasons and because I am not comfortable with it. But as far as I can tell the proposed redesign serves almost everyone worse than the current route map. Yes I am legally disabled but needing and deserving bus service doesn't truly have anything to do with disability status, age, or skin color. Full coverage best serves everyone and is the most flexible.
- Several locations that I frequently travel will require crossing more high traffic intersections & longer distances by foot which is not always possible with groceries, or depending on weather conditions that effect my mobility. Using para transit is not always possible due to personal budget constraints. According to current proposed routes, I will also be limited & steered into specific neighborhoods in which I can live due to my need to be close to public transportation. Added walking travel from proposed stops will also limit my employment opportunities when I have to consider whether an employer will be easily accessible for me to get to and from.
- The redesign will affect many people with mobility issues like myself. Instead of serving only the people who have other forms of transportation, make the people who have no other options for transit a priority. The redesign discriminates against the low-income and disabled communities.



Metro Redesign - Survey of Riders with Disabilities

- Concerned that the loss of fixed routes in Middleton will mean a partial or complete loss of paratransit in the 53562 Zip Code and parts of 53705 as well
- Please don't change the Woodvale/Starker stop. The proposed stops will be impossible.
- Eliminating Bus Stops and Transfers will make the Bus System less useful to me.