

From: brettmaki@charter.net
To: [Transportation Commission](#)
Subject: Item#2 paratransit accessibility issues
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My name is Brett Maki. I am a resident of the city of Madison. I am also a person with a disability. Additionally, I serve as a commissioner on the city of Madison disability rights commission. I am reaching out to share some concerns with the transportation commission about the City of Madison Paratransit System. Ever since they've implemented their new system they have been extremely unreliable. More often than not, they don't get to their scheduled pickups on time. As a result, you have people showing up for appointments and being turned away because they're too late by the time the ride gets to the appointment. Additionally, on July 30, I was waiting at the Capitol building to be picked up. I was waiting at the Martin Luther King boulevard entrance. I had a I had scheduled a a 1:45 pickup ride from the Capitol to my apartment. Upon calling after waiting out the 20 minute window Metro told me that my ride had been canceled and I did not cancel the ride and it was extremely hot that day as well. I did not want to go back inside because I was afraid that if I went back inside, I would miss the ride and receive a no-show for the ride. I called Metro at least twice, maybe three times, while waiting for this ride, and each time they were still looking for a ride to come pick me up from the capital. I did not get picked up until about 3:20. As a resident of the City of Madison, these issues are frustrating, not only for me but for everybody else that uses the Paragaphis System. We, as a City of Madison, need to, and I know that we can, provide better service than this.

Thank you for your time and your consideration in regards to this matter.

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