metro transit

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Feedback Received

Metro Public Hearing – Redesign Items
Wednesday, November 9 – 6:00 pm

General Comments	Suggestions
39	13
TOTAL RECEIVED	**52**

General Comments – *Received from 10/13 – 10/26*

1. I am in favor of the re-design. The busses that come through our neighborhood are usually empty. My only concern is the children that depend on the bus to get to and from school. There are at least 20 of all ages that use the nearby stop, and that will need to be addressed. *(Brandenburg Way at Honor Court)*

2. This is a question concerning the route redesign to take effect in 2023. Since BRT won't be operational until 2024 what will happen to service on Routes 6/67 in 2023? It should eventually be replaced by the Red Line but what services will we have in that year between redesign and BRT implementation?

3. If the transfer points are being eliminated completely, then where are connections to be made and are there going to be adequate shelters.

4. I wanted to share some comments to be considered during your upcoming hearing in striving to improve Metro service. I used to ride Metro with a good deal of frequency and that has lowered significantly over the past few years. I'd like to share a few examples as to why. My home is near the intersection of Raymond/Frisch Rds. My workplace is located near Odana/Potomac. The distance between my workplace and my home is 2.5 miles or a 50 minute walk. Under the current bus schedule, in order to reach my workplace by 8a, I'd have to leave home at 6:37a. When I leave work at 5:15p, the bus would get me home at 6:14p In both cases, under the current system simply walking would be a more efficient means of commuting. At one point when Routes 56/57/58 were running, my bus commutes were a much more reasonable 30 minutes, without having to wait 30-45 minutes for a next bus. I ran into a similar issue attending Concerts on the Square this Summer. I opted to drive as opposed to rely on Metro because the excessive wait times would have meant getting home after 10p from a show that ended at 8:30. I have also chosen to drive when attending Madison's fireworks shows because it was questionable if buses would still be running after the weekend event in order to get me home. Ideas: More frequent service, Later service on Sat evenings.

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Additional service during major city events. I also have a few concerns about the proposed system. My belief is that under the new proposal I would need to cross Mineral Point Rd. to transfer buses. In considering the fatal bicycle accident I'm curious what the plan is for passenger safety when making this transfer. I'd hate to be put in a position of having to choose between crossing a busy street in an unsafe manner or missing a connecting bus and thus being late for work. Ideas: Pedestrian Bridge as on E. Wash and/or have Rapid Transit busses wait longer at what would essentially become the new transfer points. Not sure if it would be feasible to transfer in the median in a way than eliminates passengers having to cross traffic lanes to transfer busses.

Suggestions - ***Received from 10/13 – 10/26***

1. When considering biking to a bus stop, (to make the distance to the bus-stop easier to reach), it would be nice if you could lock up a bike at a stop and board the bus. So, my suggestion is for future bus-stops (on city land) to include an area to lock bikes to. If it may be considered unnecessary, since bikers should just fasten their bikes to the front of the bus that is boarded. But, remember that some people travel with recumbent 3-wheeled recumbent bikes (which can't attach to a bus). And others just don't like to rely on the buses bike rack.

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General Comments (Received 10/27 – 11/4)

1. This redesign leaves my community without transit, which makes mobility a difficult and leaves us with expensive options. Truly reinforcing that this is an underserved community.I'm still driving, but the time is coming when I won't, and walking 3/4 mile to a bus stop is not a good choice. Similar to vaccines, I believe there are things we do for one another, and one of those things is provide good transit options to underserved communities.

2. Since bus riders come in all ages and a wide range of abilities and physical capabilities, I wish to push back on something I have heard brought up in defense of the bus service redesign as currently constituted. The point I wish to focus on is in reference to those city residents who no longer meet the standard of still being among society's 'young and hale' demographic. Those who are no longer 'young and hale'are learning that the 'Upcoming Service Redesign' will require them to traverse longer, more difficult distances (often in Wisconsin's seasonal weather chaos) both on their way to catch a bus and returning home from their bus trip. They will have to deal with more risky travel many days per month in order to access one of the hundreds fewer bus stops on one of the noticeably fewer bus routes to be provided in this redesign of Metro Transit. And these less than 'young and hale' folks finding out that they should 'just start using the Metro Transit's Paratransit service.'

   For those who wish to review the qualifications which need to be met in order to be allowed to utilize Metro Transit's Paratransit service, you will find those requirements enumerated in Metro Transit's website at the following URL — the "How to Apply" section (from which I will quote) begins near the bottom of the second page of the PDF at this URL):
   https://www.cityofmadison.com/metro/documents/paratransitinfo.pdf

   There you will find that, in order to use the Paratransit service, one must pass an in-person assessment by Metro staff of one's disability, including providing references from two professionals attesting to the extent one is disabled. That in-person assessment consists of "a physical, and/or cognitive, and/or sensory evaluation of the applicant's functional abilities, which include but are not limited to gait and balance, step climbing ability, bus route and landmark identification, short term memory and attention span."

   Additionally, the "How to Apply" section states: "Eligibility determinations are not based on symptoms, type of disability, use of a mobility aid, age, income, ability to drive, or access to a private automobile." Then, if one does gain approval to use the Paratransit service, every ride will cost $3.25 _each_ way. While hours and days of service for the Paratransit service "closely match Metro's fixed-route bus service," each Paratransit rider must make an appointment for a ride by 4:30 p.m. on the day _before_ the day for which the ride is needed. 'Standing rides,' such as to go 'to and from' one's work, are also an option within the Paratransit service. Metro Transit's Paratransit program is certainly an essential service and I believe it is already meeting the needs of as many area citizens as possible. It is difficult to imagine, however, that there is even a small amount of what is known as 'excess capacity' available in the program for even a few more additional Paratransit users. I hope there is empathy in our community for the many dozens and dozens of souls who will be desperate to get into the Paratransit program for the aid it might provide in preserving their life and limb, while they try to use the newly-designed Metro Transit.

3. I am a daily rider who uses the bus to get to and from work. In the redesign plans I will need to take the c1 or c2 bus as I go smack dab in the middle of them. I will need to walk 10 or more minutes, which is not a long time but very difficult in the winter as there are hills to get from my place of work to the stop. If I happen to miss the bus, I will then have to wait 30 or 60 minutes. I often have to wait

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now as the buses miss the transfer at the transfer point almost every evening, but at least I am in a well lit location with seats and shelter. If I miss in the redesign, I will need to wait in front of someones house without strong lighting along a very busy road. There is no way to go try and get a different bus as the next routes are way too far. In the winter, not only will it be dark but cold and dangerous. I urge the committee to decrease the wait time between all Standard routes, not just in the downtown. There should be a main route c that comes every 15 minutes out the whole route c1and if there needs to be slower branches none should have a wait longer than 30 minutes. At least during peak weekday times. I am also very concerned that there are no vertical routes connecting buckeye to Milwaukee street- I take the 32 daily and the majority of people get on and off on Thompson or ace wood or meadowlark. It is a long walk if you live in the middle that will be very dangerous for anyone with mobility issues in the winter to a stop on Milwaukee/cottage grove/or buckeye.

4. For the past 11 years, I have ridden the bus to the VA Hospital once a week.
The discontinuation of Route 15 bus service in Wexford is very disappointing. As a tax payer, I consider the elimination of this route through our neighborhood is an insult. Where is our civic leadership? Does anyone care? From my perspective, something is being taken away - proximity to the bus stop and forcing a transfer. I suspect that those who are proposing this change don't commute by bus, anyway. So, they are either oblivious or not interested in how present ridership is affected. In short, city administration doesn't appear to be looking out for our interests. The interests of today's present ridership is being ignored or, at least, discounted. On a personal level, I will have a greater distance to walk and will need to transfer. As a result, it will probably be necessary for me to drive my vehicle - simply adding to traffic congestion. In this era of heightened awareness of our environment, the resultant increase in forced automobile traffic is hypocritical. This reminds me of the adage, "I am from the government and am here to help you."

5. The proposed BRT changes are going to be massively disruptive to those of us who use the bus to commute from places that are not downtown. I live in the Meadowwood neighborhood, and the stops I rely on to get to work will all be closed. I am unable to drive, and bought a house near a bus line specifically so I could get to the West Transfer Point to catch my bus to Epic. Looking at the new routes, there will be at least 2 transfers on low frequency routes before I even get to the park and ride, and that's without knowing the actual times and if they will even line up in a reasonable way, and from a stop that is further away. This is untenable. It is not trivial to just walk another 10-15 minutes. Much of my commute is spent in freezing/sub zero weather, walking on icy, unlit sidewalks. As a woman, I also have to deal with being approached after dark. The buses are never running on time in the evening and I can spend up to a half hour at the transfer point - it is very likely I will end up stranded in a strange part of town while in between lines, with no recourse. This new arrangement does not help when it so greatly reduces coverage, in the name of "frequency" that only benefits people who are able to live down town. I am lucky enough to have some other options/sources of help, but I know there are others who are disabled/elderly/lower income that will not have these other options. And no matter what, I will now be an additional car on the road despite voting for/paying into taxes intended to support and expand public transit. The money being used on this would be better served to provide proper heating/shelter at stops and transfer points.

6. Disappointed in the fact that you are getting rid of the Transfer Points. I use the North Transfer Point on a weekly basis. I travel to Madison from out of town and park and ride the bus to UW Campus. For those of us who do this, where are we to park and ride with this new system?

7. It is going to be a huge inconvenience for almost everyone here with the proposed new bus routes. So many hospital workers commute from the west side, and not one easily accessible bus goes

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through the hospital loop. You need to get more busses going up the hospital loop since there are so many commuters who get off at the hospital stops.

8. I am unable to be at the public hearing. I am sure that you are watching traffic numbers but it seems as though more UW students are living further away from campus. I take Route 7 and traffic went up after the pandemic because there were less neighborhood routes, though it seemed manageable. This academic year the bus is very packed as students move further out. With increases in the population, either more routes or more frequency will be needed.

9. I am writing to express my deep concern about the current direction of Metro's redesign and bus rapid transit program. While I was originally enthusiastic about the potential of both initiatives, I fear that current budget constraints and deficiencies in process have led to a plan that is severely flawed. A "ridership" oriented redesign was intended to increase ridership through simplified route structure and a predictable high-frequency network. The end results we are given are overwhelmingly not simple, predictable, or high-frequency. Early on we also heard much about goals of improving the consistency and level of service on evenings and weekends. This is also not in the end results. There is also much reason to be concerned about the course of public engagement and transparency throughout this process.

   Complexity in Place of Simplicity - The redesign sought to "untangle" our bus routes, but we are left with a map that still perplexes. It still has many strange loops, indirect routing that strays off continual alignment with main streets, branching lines that split to vastly divergent endpoints, confusing naming conventions mixing letters and numbers, complicated interlining to boost frequencies, and transfer locations now far-flung across the system. Any claims of "simplification" are laughable at best.

   A Failure of Frequency - Only a small core set of routes mostly confined to the central isthmus offers "high frequency" of 15 minutes--notably, 15 minutes is often considered the minimum for "high frequency" service standards among US transit systems. Even though we gave up coverage for a route structure built with high frequency in mind, large portions of the Metro service area will have frequencies of 30-60 minutes. Riders are asked to make a trade off of a longer walk to stops for no actual gain of frequent service. The lack of actual high frequency in such a network also makes any trip with transfers much less reliable since the wait time for a missed connection will be substantial. This is a complete mismatch of route design and service level--a ridership network that sacrifices coverage must operate at sufficient levels of frequency to justify the increased travel time to stops, or it risks effectively being a service cut.

   Decreased Evening and Weekend Service - Early in the redesign process, Metro officials stressed the goal of improving night and weekend service. The lack of sufficient late night and weekend service has long been an impediment to employment in the service industry in Madison, as well as a hindrance to enjoying our city's vibrant nightlife. Unfortunately, this plan fails to deliver, and in fact is a regression in evening and weekend service.

   Even the BRT—which is definitionally supposed to have consistent, predictable scheduling—has service levels below "high frequency" standards on weekends, and many lines appear to have last runs ending earlier than comparable current service levels. Many lines that currently run at 30-minute frequencies have equivalents diminished to 60-minute frequencies. For example, near west side areas served by Route 6 or 7 at 30-minute intervals today will now have 60-minute intervals on the D1.

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Failures in Engagement and Communication - While Metro pursued a quite extensive public engagement process, this all occurred during a time of decreased ridership and through electronic means which limited rider awareness and restricted participation to those with the means to use electronic tools. Only a single hybrid meeting was held at the end of the process, well after much of the plan was already heavily revised, limiting the ability for participants to further contribute to refinement of neighborhood-level plans. Last-minute blind-spots like the lack of engagement with the Southdale neighborhood and a sudden awareness of translation shortcomings also seem to indicate some major gaps in the overall engagement strategy. As an advocate I have to suspect there are still constituencies among Metro riders that will be caught largely unaware of these changes and adversely affected by the impacts of the redesign. For those of us who have been thoroughly engaged, we have found the communication of plans frustratingly incomplete and at times even seemingly deceptive. For example, the baseline for which we are pointed to for comparing the redesign is the 2020 post-COVID cutback network, but shouldn't we really be looking at the full-scale Metro network prior to emergency cutbacks as our basis for full service? It seems like a more honest exercise in planning to use that as the basis for what a full post "bounce-back" system should look like in terms of coverage and operating hours. Materials about the redesign have also been a moving target as far as being able to track changes and compare to the present state--obviously, part of this is understandably the nature of a plan in progress--but for example, Metro has presented proposed start/end times and service frequencies in several different format charts over the course of the redesign. It has been difficult to compare over time whether the proposals have been substantially changed from one phase of the design to another. Multiple copies of the route maps have been haphazardly posted across multiple versions of the design site with poor version control, leading to confusion as to the current state of what's actually proposed, even as recently as this week (as of writing this on 10/27/22). Metro still has not provided a simple overlay of current vs. new route structure for people to have a basic comparison of how new routes align relative to the routes they are currently familiar with, nor have they provided something like a side-by-side listing of existing network route start/end times and frequencies to compare against with the new routes. It seems that an honest and transparent presentation of this proposal should provide a crystal-clear comparison of proposed and current state that does not require citizens and policy makers to dig through schedules past vs. present vs. future to figure out if we're being swindled with a service cut.

I will end this on a personal note: as someone who doesn't drive due to a progressively worsening disability, I have been able to prosper thanks to quality transit service. I hoped this plan was going to make my life in Madison even better. Now I'm looking at a longer, more unreliable commute, a tougher time reaching medical care, and greater challenges to enjoy the amenities our city has to offer. I'm privileged enough that I can solve this problem for myself: I'm now starting to look at other cities I can move to that have transit that will serve me well into the future. Unfortunately, most people dependent on Metro service are not as lucky as I am to have that privilege, and this redesign may harm them tremendously. I urge you to pause this redesign to re-examine these deficiencies and find a sustainable funding model that provides a truly transformative level of improved transit service for the Madison area.

10. I am disappointed at the service span cuts proposed for revamped bus systems to go into effect during the Summer of 2023. The Start/End service times table (see attached) lists service span cuts of 30 minutes to Saturday evening service (10:00 from 10:30), 90 minutes to Sunday evening service (9:00 from 10:30) and suggests elimination of holiday service since start/end times for holidays are not listed. (See attached.) Admittedly, ridership on weekend evenings has likely been low during the pandemic since many would-be riders have opted to stay home during these times (myself included). As the severity of the pandemic (hopefully!) continues to lessen, the demand for bus service on weekend evenings will very likely increase. Please reconsider these significant proposed cuts for

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weekend evening service as well as the apparent proposed elimination of holiday service.

11. I am so distressed about redesign that I am moving from the East side to the North side. My most frequent destination is the Warner Park Recreation Center. I go two or more times a week for exercise, Bingo, and chair yoga. Thus I am selling my home of 29 years. I mentioned in my previous survey that I can visit three transfer points on a two hour transfer as it is easy to do this. Your redesign schedule will take me to the square and no where else. After I move, it will be difficult to go to my church of twenty five years. In addition, I am visually impaired so travel to get around will be trying. Your redesign schedule is discriminatory for people with disabilities by making it harder to get around our city. I have been riding your buses for over sixty years so it would be nice to be treated better.

12. I am unable to attend the public hearing on November 9, but I wanted to submit a comment to be considered by the committee. I live along the proposed R2 route in Middleton. I currently ride route 72 daily to and from campus. That route is primarily used by people that live in Middleton or Waunakee that work at either UW or for the state that would rather not pay to park downtown. Depending on what job a person has, their start time can be either 7:45 or 8:00. Having the route only serve the area on an hourly basis during both rush hours is a disservice to those that rely on that route for their commute. It may require people to shift their work hours in order to catch the bus to their place of work or home in the evening, and that is not always possible. Presently, riders have the option of taking the 72 which runs every half hour or the 70 which runs hourly. These two routes together provide a lot of flexibility for riders that may start at different times. It also provides flexibility for riders that may have to work late. Changing this to one single route that provides service hourly may lead to additional car traffic during times where we are trying to reduce that traffic as much as possible. Please consider making R2 run every half hour during the peak commuting times in the morning and afternoon.

13. I am a big fan of the Transit Network Redesign Final Plan and I support its implementation in 2023. I feel that this will make the bus system more useful for residents all over the city. Even though I live near O'Keefe school and work at UW (two of the best-served locations in the network), the Existing Network does not always work well for me. If I miss a bus going to or from work, the next bus is either a long walk away or a 30+ minute wait, especially if I need to travel after 6 pm or on the weekend. The situation was much worse when I worked outside of the Transfer Points because routes were extremely infrequent, circuitous, and frequently depended on transferring at a Transfer Point, which was far from any useful destinations for me. More frequent and direct buses, with 'daytime' service running from 6 am - 7 pm, and transfers made at locations throughout the city, will make the bus more useful for many riders.

14. I am transit dependent rider and a Senior citizen who has to deal with Metro's mistreatment of passengers. I have called Metro to complain but there has been no improvement. You will see riders who are physically and mentally disabled. Riders on crutches, use a cane, use a walker, use a scooter, use a wheelchair, use a shopping cart for balance, and this also includes using a stroller for kids. This is some of the problems I have to deal with when riding the bus. Drivers do not lower the bus so you can get on and off the bus safely. The drivers also do not lower the bus so a shopping cart and rider can get on and off safely. Buses do not get next to the curb so now you have to jump the space to get off and on the bus. I may fall as result of this problem. The drivers do not use the ramp for people using a walker. The person with the walker has to somehow get off the bus walking backwards. I did see a driver actually use the ramp for person with a walker in their 80's. This a rare occurrence that a driver cares about the safety of the rider. The use of the ramp or lowering the bus may be necessary for a stroller with kids and loaded with packages. I saw one driver actually help a woman with a cane

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and a stroller exit the bus safely. This is extremely rare as I have only seen it once. The bus moves forward and passengers are unable to sit down. Passengers are left to fall. I have bruises on my arms from grabbing the posts in order to sit down in a moving bus. For example, a Senior citizen got on the bus with a cane and packages and almost hit the floor as the driver did Not wait until he could sit down. The drivers do not enforce the requirement that the front seats are for the older passengers. Drivers do not put the seats back down for future use after the wheelchair is gone. Drivers are not trained to deal with securing wheel chairs and scooters. Drivers fail to announce what route they will be at the transfer point. You need to get off the bus and look as driver will not respond to the rider. There is only one female driver who uses the speaker system to announce the route number. The bell ringer is not accessible on new busses. The rider has to get up to push the strip to ring the bell and I do not have the balance to do this in a moving bus. The libraries do NOT have redesign materials to look at. I do not have the internet and the transit dependent will not have a voice in the new plans. The bus redesign will be hell on the passengers especially, older adults, disabled, and riders with children and strollers. That will be another email as I probably will end up dead with many of my neighbors. We are losing significant service on the Route 18 in the Allied-Crescent-Red Arrow area. We currently can get to the South and West Transfer Points and to the rest of the city every 30 minutes.

15. I am a resident of the Allied-Dunn's Marsh Neighborhood. I don't know if I will be able to make the final hearing of the redesign, but I did want to express my general support and approval of the new routes. Overall it looks like our neighborhood will have much more convenient routes to downtown and to the southwest side of town with no transfers. Route D2 will be super-convenient for getting to the Target/Hyvee/Aldi shopping area on McKee/PD. Route H will go on Raymond Road, then will take Gammon past Woodmans and West Towne. I do think there was a missed opportunity to send Route D2 straight north up to the Hilldale Area, which would have provided good connections to other westside routes, the BRT route on University Avenue, and the UW Hospital. For example if D2 continued on Midvale boulevard, students going between Allied Drive and West High School wouldn't need to go out of the way to Crazylegs plaza to make the transfer (I do know that they can still use the direct school tripper service). But I understand it's a little late to be making a big change like that.

16. This new system looks awful. Fewer routes. Having to walk further for a bus stop. Definitely not thinking about older people.

17. I don’t see this making ridership goals or money I think they are making a gigantic mistake.

18. I was reviewing the proposed transit redesign documents, first of all I am excited about the project and think overall it will be much improved over the current system. I do wish to make a few suggestions as I think my situation is common. I work at UW Hospital live in Middleton and would love to commute by bus, it is not feasible at this time due to the current routed 70 and 72 either getting me there undesirably early or cutting it way too close to my 7AM shift start. Many employees across many departments begin their shifts at 7AM, 3PM, 7PM and 11PM. As such it would make sense for the many routes that serve UW Hospital (and the other hospitals in town) to have busses that accommodate those start times (for instance arriving at 645 AM to allow for a comfortable commuter option for a 7 AM worker). Conversely it would make senses for routes to serve the hospitals with buses stopping an hour later at 745 PM for the worker whose shift ends at 730 PM. Parking at UW Hospital is prohibitively expensive for many employees and the bus could be an excellent option for many employees from across the area if there is strong outreach to staff and options to get employees there at times that are congruent with common shifts. Some routes do an excellent job of this already however many do not!

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The other semi-related thought I had was in regard to the proposed F and R routes, I believe it would make sense to stagger the F and R routes in 15 minute increments to better serve the entire west side and Middleton, as proposed unless I read incorrectly the F and R routes would leave downtown at roughly the same time and chase each other west down University Ave, by having the two ~30 minute services that share a lot of overlap specifically in Middleton you could provide a more flexible option for the commuter heading west while still maintaining two efficient unique routes with unchanged headways. Congrats on all the system has accomplished thus far and look forward to continuing to be a loyal Metro rider! Hoping with the system redesign myself and many others can use the bus as a more viable commute option!

19. Very in favor of the network redesign. Keep up the great work, looking forward to the new service and the new opportunities it presents for me.

Suggestions (Received 10/27 – 11/4)

1. Weekday-only routes are awful things to have to live with and I urge you to change them to daily routes. Not everyone has a M-F schedule and even those that do deserve the ability to be able to leave their homes on their days off and get to places of interest. Currently the draft map leaves high-density residential and commercial areas on the west and south sides high and dry on the weekends, which is bad for both retail workers getting to jobs and retail customers getting to stores. Please change the J, O, and at least one R branch to daily service. I know people on all of those routes, myself included, who simply won't be able to reach places on the weekends without those lines. I moved to where I now live because of easy bus service, not just to work M-F, but also to get shopping, groceries, and services when I'm not working.

2. For stops slated to be removed with metro redesign, please consider keeping Buckeye at Davies. This stop is near Allis elementary (soon to be home to Nuestro Mundo). Having a stop nearby is beneficial for ridership who are affiliated with the school (e.g. parents, teachers) and those living in nearby neighborhood. No new stops seem to provide an accessible option.

3. I feel that Metro should improve the way that it is representing the frequency and span of frequency to the public with the Final Plan implementation. How have the frequencies changed between Existing Service, the Draft Plan, the Final Plan, and the Final Plan implementation? It is hard for me to tell even though I have been following this process closely since 2020. I find the new frequency table to be very difficult to understand. The 'Route Headway Chart' from the Final Plan was a bit easier to understand. The frequency table from page 7 of the Draft Plan Report was the easiest to understand because it was very clear when service with different frequencies began and ended. Could a figure that matches the Draft Plan Report format be uploaded so that the headways are easier to understand?

4. A meeting of this level, should be held in person. Open forum. A very large room for plenty of people to speak. They are only doing criminal trials by zoom for those unwilling to cooperate or participate. What are you hiding? For example, I'd like to know how 2 separate buss trains going down Mineral point rd. In opposite direction every12? Minutes is going to completely screw up (already existing) traffic? What about passage on Regent ? Already a bottleneck. Plus 2 years construction at West High. C'mon Connweigh!

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Feedback Received from 11/4 – 11/9

1. The new Metro Transit plan for June 2023 will make it much easier for me to get to and from work. I am currently unable to ride the 7 bus because it is extremely busy at peak times and too much of a Covid risk for me to feel comfortable. Driving is expensive and worse for the environment, so I am glad to eventually have the alternative of the bus again. The new plan will increase the frequency of my route to every 15 minutes, which should decrease the crowdedness and make it much safer and more convenient for me to ride. I wish the route changes hadn't been delayed so long, but I hope it finally moves forward as scheduled.

2. I use the 21 Route, 17 Route, 2 Route, 4 Route and North transfer point for much of my travels. There are other routes that I use as well. Some of these changes affects other family members. I've been a rider for @60 years; currently I ride primarily on the east and north sides of Madison. I would like to comment on some routes that appear to be discontinued; this includes the 17 bus and 7 bus. Both run every 30 minutes during days/early eves; both serve the east side very well. From the maps it appears there will be no service on Fair Oaks Ave - all buses will be routed towards East Washington Ave., Hwy 51 or Atwood Ave towards Monona Dr./Walter St or Cottage Grove. There will be no direct bus from the Fair Oaks/Milwaukee St. area to Pick & Save, or Northport Dr. on Aberg Ave. Many people ride these 2 buses, and their frequency assists shoppers (and businesses) along these corridors. Although there will be buses on Atwood Ave, the lack of connection along Fair Oaks Ave. discourages shoppers/commuters. In addition, to go north one will need to take a bus along Milwaukee St. to East Washington Ave. -- both streets noisy areas that offer few places to go for safety at night. Commuting is not only about speed. Will there be lighted shelters on East Washington/North St (and many other high traffic areas)? Standing in the rain, heat, snow/wind/cold of Wisconsin is not enjoyable, and does not encourage busing. Throughout the city, especially if the transfer points are discontinued, will there be more (many more...) places for people to sit as they wait? Will there be emergency phones? I hope to email with more suggestions, but these are a few questions/ideas –

3. I think the Metro redesign is a step in the right direction for Madison. We deserve high frequency corridors and my hope is that this in combination with BRT will push more of the city into a position to use public transit to commute to work, entertainment, and daily life events (groceries, gym, worship, etc.). I think there are two areas of improvement that still need to be met:
   1. Corridors extending beyond the main hub of downtown. I want to emphasize the "rider" model is correct, we should be making the bus the best it can be for riders. This works best when frequency is consistent and available and there is space on the bus to sit. We don't need to extend routes that are only available every 30 minutes or hour to more places in the city. These aren't efficient and are very difficult for riders. We should find more corridors where people can walk/bike to and get them consistent sub 15 minute (ideally 10 minutes or less!) buses. There's a lot of multifamily housing near Raymond Road, I think this would be a great corridor extension from Midvale Boulevard. Or Broadway in Monona.
   2. We need better land use policy and I think Transit Oriented Development districts are the way to move forward for Madison. The coverage model proponents are misinformed when they say it would be better for the city; it's inefficient and a waste of resources. They are correct that some people do miss out on using these transit corridors. My recommendation, BUILD MORE HOUSING ON THE CORRIDORS. If we make it legal to build more densely populated buildings on these corridors, we provide people who don't use cars access to the majority of institutions they need in life with frequent service. It also provides Metro more consistent riders, because a bus available less than every 15 minutes is easy to plan around in life. It might even incentivize car drivers to stop driving cars (which should be a goal for transit) because it actually functions well. Wouldn't that be amazing! This redesign is the right idea, BRT is only the start, and we do need to continue to improve our

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transit system. This is the right direction and we should continue moving forward towards fast, frequent transit that everyone WANTS to ride in Madison. It focuses on strengths of public transit, not the other coverage system which favors car drivers and takes away the benefits of transit.

4. I do NOT have the internet which again leaves the transit dependent without a way to express their opinions. Transit dependence was not mentioned in your survey. Metro did everything in their power to Not notify the riders of the proposed route changes. A verbal announcement in English and Spanish could have been made every 15 minutes on the buses. Some buses had fliers in English but many riders did Not see them. The businesses by the transfer points were not even notified! It is obvious that Metro did NOT work with employers as people will lose their jobs. Major employers will need to band together and start their own van pools in order to retain employees. The hours are Not early or late enough for employees. The transfer points allow a rider to go to many areas. You wait (maybe 5 minutes) for a bus in a sheltered area with security cameras. Your new system will require a rider to wait for a bus in a insecure place with no idea when the next bus will arrive. You may need to transfer more than once in the new system. What are the handicapped supposed to do to get service? According to the Mayor, Metro's orders were speed of routes versus coverage Wrong, this only benefits the commuter with a car and leaves transit dependent out in the cold. I live in the Allied neighborhood which is part Madison and Fitchburg. It is a mixture of many different racial groups, different languages, low income, elderly, disabled. and now even a group of Moselm refugees. Your redesign leaves many riders without service from their residences to jobs, medical, social services, shopping for food, and social events. Madison wanted to isolate us from the wealthy portion and you now have your wish. As a result, many of us will lose jobs, have no access to medical or food and will be found dead in our apartments or homeless. I assume the City will be paying for funerals and nursing homes for the people who longer have service (Fitchburg and Madison). ACLU, can Metro be charged with the deaths due to service changes? LIES, LIES--- Your service equity analysis is a joke. For Allied at Lovell, you stated that residents would have access to 41,000 jobs. You failed to mentioned what the qualifications are for the jobs. Residents would not have the college education etc for the job and they would not have transportation. Actually, whole equity analysis is joke and a lie for all the areas. Currently, there is bus service ever 30 minutes from the South and West Transfer points on Route 18. Do the residents in the low income area of Britta, Seminole, Lumley, Helene etc have service on the Beltline Frontage road? If no, they have lost their jobs as they work in the Westgate and West Towne area. They can access their jobs in 15 to 30 minutes on a bus. What about the people who work or live on the Beltline Frontage Road? What about Avalon Village, new housing scheduled at the Fast Forward site, and other low income areas near Verona Rd? Is there service on Odana Rd from Whitney to West Towne? It is currently served by Route 73 weekdays and Route 63 on weekends. There is numerous medical and dental facilities, offices, retail, Social Security Office, senior housing complex at Market Square, and etc? What are the riders suppose to do who will have no jobs because there is no bus? The draft plan had no service on Fish Hatchery Rd, Mills, Wright Middle School, St. Vinnys Food Pantry, and etc. Is there service similar to Route 4 which is heavily used? How many schools, medical, dental, job sites, grocery stores, churches, libraries, senior housing, low income housing, food panties, social service sites, and etc. that will have no bus service? I currently can get to Sequoya or Goodman libraries on Route 18 in 15 minutes or less. I can get to Walgreens Park St or Whitney Way in 15 minutes or less on Route 18. I can get Woodmans West on Route 50 and 18 in 30 minutes or less. This store is great employment center. I can get to Park and Regent on Route 6 and 18 in 30 minutes or less. How is a bus rider suppose to get across busy streets like University and Midvale? This will be a major problem in many areas for regular, elderly, and handicapped bus riders who need to get across busy intersections which the old routes did not require. Cars have no respect for pedestrians and you are a target! Madison Metro has a lot to answer for in their new plan which does not benefit the transit dependent but the rich commuter with access to a car.

5. Are they taking routes away equally through all parts? What are they basing taking away routes on? I want to see routes go to key employers, like Swiss Colony in Sun Prairie and American Family. Want to see service to all major employers throughout the area, and efforts for these employers to subsidize some of the bus service so that workers can get there (ie if they want workers, they need to support the infrastructure to get them there). I want to see better service to Monona. Only downtown and near West have good service (frequency), while the rest of the area including high need areas are left out. Want to see frequency in other areas too, especially South and South West Madison. Also I want to see coverage in that area, better service in the suburbs, and connections to park and rides. I have no computer at home so it is hard for me to access these meetings. Equitable, not equal, is what we need.

6. I am submitting 7 comments total in advance of the public hearing on behalf of guests of the Catholic Multicultural Center who would like to have a say but cannot access the public hearing:

    - ESL Student 1 - Wants to see current service maintained on Park St (#5) route and stops because the current route is a short walk for her and has easy access to her home here in the Park St neighborhood.
    - Food Pantry Guest 1 – It is hard to understand the new map just by looking at it. Having a mix of letters and numbers on the new routes, and different numbers on the current routes, is confusing. Would like to see how the currently numbered routes line up with the new plan and compare it. Uses the South Transfer point a lot, so would like to see a bus stop maintained there.
    - Food Pantry Guest 2 (youth) – Thinks the new routes are fine; likes the idea of more frequent buses because does not like waiting too long at the bus stop
    - Meal Guest 1 – wants to see a map of eliminated routes to compare with the proposed plan. In equity analysis, wants to see past ridership data quarter to quarter for the cut routes to see if City is justified in cutting those routes or if a significant number of people were using them.
    - Meal Guest 2 – mostly bikes but sometimes uses the bus. Would like to know what the plan is but does not have a computer so does not know what Metro is planning.
    - Meal Guest 3 – wants the stops to be close enough together. Routes with limited stops (like current 75) make it hard to catch the bus.
    - Food pantry volunteer 1 - Already shared his opinion earlier this year; done doing that because if Metro cared about what he has to say, they would have acted on it by now.

7. The equity analysis is based on census block-group level data. This means it looks at how close whole neighborhoods are to a bus stop, meaning any neighborhood within ¼ mile of a stop is counted as having access, NOT individual streets and addresses which may indeed be much farther from bus service.

8. Compliment and Public Hearing Comment: I hope Madison will consider adding electric transportation, train, light rail, elevated rail, and other forms of transportation in the coming years besides utilizing roadways only. I love the access and walkability the bus system provides. I also love reducing vehicle traffic and reliance, and hope we can one day have Amtrak services, scooters, bikes, and electric rail throughout this wonderful city so we do not have to rely on roads only.

9. I have multiple comments.
    - The 75 bus is overcrowded, with passengers often standing right next to the bus driver (especially the 6:40am, 7:40am, 5:00pm, 5:05pm, 5:35pm) busses. Sometimes the bus driver will leave passengers stranded at a bus stop because the bus is so full. Metro considered

adding Epic to the Bus Rapid Transit system in 2015, but I don't see this reflected even in this proposal. I think you should reconsider adding route 75 to the BRT, as it serves a substantial part of our workforce.

- I would like to see a more citizen-focused equity analysis. The Equity Analysis largely relied on multiplying Census population data by a given factor, which is good for estimation. The people who frequent Metro Transit aren't mere numbers, and I would like to see case studies of actual transit users alongside these estimates.
- I wish that Verona, Fitchburg, and Middleton had more bus access on the weekends. It is very hard to run errands or invest in the local economy if you don't have a car, especially in cold weather. Investing in more bus access here would also help with the labor shortage as it would facilitate worker movement.
- I support the Bus Rapid Transit proposal and changes proposed.

10. I think it is a horrible idea to close the stops at Londonderry, as a lot of elderly and disabled people need to catch the bus in this area.

11. Removal of route 2 is very frustrating as someone who has used these stops for a number of years. There are 5-10 other patrons at my stop alone every day, and there is not always easy access to the stops on the Fordem alternative route due to the park and condominium communities in the area. There are also plans for more high-density housing to be developed at the Care Wisconsin building adjacent to tenney park which will increase demand for these stops in the coming years. This route is only a slight detour from the standard route 2, but it significantly improves access to the metro for multiple large housing communities. Having more frequent access on the Fordem route will not be more convenient if many patrons will need to walk 10 minutes to a stop and the elderly and disabled in these communities may not be able to access them at all. I was hopeful that my feedback would be impactful on these changes, so it was very discouraging to see the metro department at my stop this morning removing the bus stop shelter ahead of this meeting. Very indicative of how much (or little) the transit department values feedback on these issues.

12. For the redesign, I'm concerned about how much walking high school kids will need to do to get from home to their stop, and from the stop nearest to the school to the school. The routes don't look to stop directly in front of these locations, and even if someone lives near a stop, it might be going in a different direction or not near the school. For example, West High School.

13. I can not believe that you are not going to service the Greentree neighborhood any more!!! The 58 came about 4 time in the morning and 4 time in the afternoon starting at about 3:00. Don't tell me I have to walk two to three miles to the west transfer point! This is not service, this is doing what you want. I am going shopping for a new mayor that supports all these changes!!

14. I would like to express my concern about the changes made in what was previously Route X and is now designated Route J. While documents noted that X was now called J, it was not made clear until looking carefully at the maps that the former Route X was truncated into ending at UW Hospital, rather than continuing through to campus. I live in Sunset Village, not too far from Mineral Point Road. There are few options within a 10-minute walk for me to accomplish the relatively normal task of getting to campus. Route 6 (or the new Route E) will take me down Regent Street, but then there is a walk a few blocks north to get into Central Campus. What Route X offered was the ability to get from the Sunset Village/Westmoreland neighborhoods to UW Hospital and campus without having to walk several blocks on one end of the trip or the other. This change truncating Route J makes that route much less useful, and leaves a major hole in neighborhoods that are really close in — but not close enough to routinely walk. I would implore Metro to restore Route X to at least go

through campus (and ideally Capitol Square). I see that Route X was mentioned in the 7 June amendments, but the maps all showed it continuing past UW Hospital. There was a single text mention that it may terminate at UW Hospital. I'm questioning where this was raised as a change for discussion, rather than the change simply being made on the latest draft plan. My neighborhood's access to campus would be *worse* without Route X/J going through campus (at least) and ideally to Capitol Square. Please restore this part of the route to the plan proposed in June.

15. Just a quick note to say that I am very much in favor of the proposed Metro system. I'm mostly familiar with the system on the south side. Here are a few reasons I support it:

    * It's simpler. It won't require the use of a smart phone nearly as much.
    * There are more buses and they're more frequent and consistent.
    * Getting to places of employment and other places is quicker.
    * It makes sense to prioritize service along major corridors.
    * It's more equitable, since people with low income will be able to use the bus because of all of the above.

    While it would be ideal to keep the existing coverage and add the new system on top of it, I realize that's probably not economically feasible, so I support the new system; it's much better than the current system.

16. I am a Fitchburg resident who is totally blind. My office is located on the Isthmus in Madison. I regularly rely on metro fixed route 49 to get to and from my job. I have recently reviewed the proposed Metro redesign plan and have several comments related to the proposed changes in Fitchburg. In 2018, my wife and I were looking to purchase a home in the Madison area. As I am blind and cannot drive, one of our major considerations for the location of our new home was purchasing a property which was close to a bus stop. We found several terrific properties, but none of these options met this criteria. We ultimately decided to purchase a condo on Prairie Edge Way, which is close to the Route 49 stop at Mickelson and Walkway. After reviewing the proposed plan for redesign, I was alarmed to learn this bus stop would be closing. After doing some additional research and speaking to a Metro Customer Service Representative, I was further distraught to realize the new plan would require me to cross several uncontrolled intersections to reach the closest bus stop. Navigating to a bus stop in a shopping center parking lot would be difficult at best under ideal weather conditions. As we all know, winter in Wisconsin can present less than ideal weather. In these situations, it would be impossible for me to safely cross these intersections and locate this bus stop. One of the reasons I rely on Metro fixed route service is that it is reliable and predictable. As an individual who is blind, I do qualify for paratransit services. However, from past experiences, these services are unreliable and I cannot depend on this option to get to my job in a timely fashion. I also want to be able to utilize the same transit services as my sighted colleagues to get to and from work. Not only is this a cost savings to taxpayers, it is also an equitable solution which allows me to use the same services as my sighted peers. The closure of the route 49 bus stop at Mickelson Parkway and Walkway would present an extreme hardship and would severely limit my ability to independently travel to and from my place of employment. In addition to my personal safety concerns, , I strongly oppose the closure of bus stops along Mickelson Parkway for reasons which would impact all members of the general public. This road borders McKee Farms Park. Individuals from around the area frequently use fixed route transit services to access this location. McKee Farms Park hosts a wide variety of recreational and leisure activities throughout the year. In addition, it is an ideal setting for residents to hike or just stop and enjoy some open space. Closing the stops along Mickelson Parkway would make it much more difficult, if not impossible for some individuals to easily reach this park and partake in the numerous activities available in this area. I stongly oppose

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the closure of Metro bus stops along Mickelson Parkway. I would urge Madison Metro and the city of Fitchburg to reconsider this decision and take in to account how this change would impact the individuals who rely on these stops for personal and professional reasons.

Sugesstions receieved 11/4 – 11/9

1. Eliminating the 6 bus and other buses does create problems for people on the west side. The new J route will mean I need to transfer to get to classes on campus or Badger games. Also the hourly schedule could add 45 minutes on the either or both ends if my trip. It doesn't appear you took that into consideration when figuring transit times. Also, waiting to transfer is hard on someone like me in their 70's with knee problems. As it stands I will need to drive 6 blocks to Monroe Street and take a bus from there or actually drive the entire way. For all the taxes I pay living on the near west side I do not appreciate having services taken away from me. I think the redesign should be postponed until a better study can be conducted. You need to come up with more money for the Rapid Transit line and leave most of existing routes in tact. Do not take money from the current metro in order to fund the new Rapid Transit. I have spoken to many people who actually are surprised to hear about the prroposed new system. I am sure you feel you have made people aware of the changes but many people are not aware. Please consider posponing for a year.

2. I would like to suggest adding more routes on the 75 schedule. For those of us that do not work at Epic, the 75 route is the only bus that will be going down Fish Hatchery Road/McKee Road.

   If you add: Westbound morning schedule – a bus that departs Pinckney & Main at 7:10am and 7:35am. Eastbound evening schedule – a bus that departs the Epic Campus at 4pm and 4:30pm. In the mornings, the bus that departs at 6:40am is practically full by the time it gets to West Washington Ave and is often standing room only. In the evenings, the first two buses that depart the Epic Campus are pretty full by the time they get to Fish Hatchery and are standing room only. Prior to Covid, I was taking the 75 every day. I switched to the 49 route due to overcrowding and continued using it out of convenience since it works well with my current work schedule.

3. We as bus riders have been asking you to run a bus every 15 minutes at peak times and I am glad you are finally going back to that! Also please don't get rid of the few park and rides we have in this city. I drive here for work and do not want to pay $1500 a year to park on Campus daily! That is why I have always buy a bus pass. Thank You.

4. Rather than attempt to identify every change in the redesign plan which is disadvantageous to riders, I will merely make the following simple suggestion:
   - NO BUS SERVICE CHANGES SHOULD BE IMPLEMENTED FOR ONE YEAR.
   - During that time, a new redesign plan must be redrawn FROM SCRATCH.
   - The new plan MUST retain the present hub/transfer point arrangement.
   - Any BRT should be strictly as a PILOT PROJECT.
   - The present "redesign" plan is an insult to every rider of Madison Metro!

5. Hello, I live on the North Side and currently park at the North Transfer Point. Will there be designated places for people to park with this new system?

6. To Metro, and Sun Prairie decision makers, The Sun Prairie portion of the network is lacking a useful route from the BRT terminus to downtown. Sun Prairie is developing density along Main Street and in its downtown area, and yet the downtown is served by a one way loop that comes once an hour.

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This is quite frankly embarrassing for a city of 35k+, growing, and with decent population density. Please (Sun Prairie staff and officials) reconsider a network that is going to be useful to as many people as possible, and not one that simply has a line that goes places. I'm writing here because I'm not sure if Sun Prairie plans to have their own public meetings on this or not.

7. Bring back bus 10 and extra buses to each line. As students along with many professionals have been back in person working, we need more buses - I have seen too many buses with too many passengers (particularly on University) and bus drivers having to reject disabled passengers onto the bus. This is terrible, especially as the the weather gets colder and disabled persons suffer the most from lack of accessibility.

8. Before 2020, Bus 10 was very important for many commuter's transportation needs. Seeing as how buses that have similar routes are packed at high travel times, I think it is important to bring back Bus 10. This will help provide more options for people and help with overcrowding.