



# Metro Transit

## Accessibility Updates

Presenters:

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# Since the Service Redesign

- 80 stops still need boarding pads – *expected next year*
- “Tell Us about Your Stop” campaign
  - Bus flyers, email to agencies, Metro website
  - Received about 15 responses:
    - Accessible pedestrian signals, crosswalks, bench requests
    - Ordering more benches, some requests handled through BRT upgrades, Safe Streets Madison
  - Program is ongoing

# Other Items

- City of Madison and Metro website are screen reader friendly
- Metro Outreach Team:
  - Will come speak to your group in-person, provide training and information
- Email/text alerts:
  - Training sessions, input requests, etc. (We won't spam.)

Email [mymetrobus@cityofmadison.com](mailto:mymetrobus@cityofmadison.com) or visit [mymetrobus.com/alerts](https://mymetrobus.com/alerts) to sign up for rider emails and/or texts.



# Bus Rapid Transit BRT

- All stations will be fully accessible
- New all-electric buses - first expected next year
- Will set up training sessions for rides on new buses, tour BRT stations



# Paratransit

For those who are unable to utilize fixed-route service:

- Door-to-door service available
- $\frac{3}{4}$  mile service area from fixed-route
- In-person assessments (we'll pick you up and take you home)
- Not all or nothing – can use both paratransit and fixed-route service





# Paratransit Improvements

- Good service, but we need to be better.
- Service is out-of-date. Improvements are coming.

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## In the Short Term

- Working & meeting with contractors – work better together, minimize delays
- Update website information – use of plain language, easier to understand







# Next Couple Years

Goal is to make the service the best we can:

- More customer-focused
- Improved customer experience
- More versatile options to manage your rides



# New Technology

- Purchased and getting ready to implement.
  - Future technology goals:
    - Online applications
    - Online ride booking
    - Improved ride performance – streamlined scheduling
    - New fare technology
    - New branding
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# Roll Out

- Install starts this spring (design and review)
- Roll out in 2025
- We'll be looking for people to help us test the system for screen reader accessibility and ease of use



# Questions?

Glad to report progress  
at future meetings

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metro transit

