

**From:** [REDACTED]  
**To:** [Disability Rights](#)  
**Subject:** BRT accessibility problem  
**Date:** Tuesday, September 24, 2024 12:32:09 PM

---

You don't often get email from [REDACTED] [Learn why this is important](#)

Caution: This email was sent from an external source. Avoid unknown links and attachments.

Dear Disability Rights Commission,

I am a disabled Madison resident who cannot drive or bike. I rely on the bus to get many places. I do fine on traditional buses, but I cannot safely board or disembark from a BRT bus because it doesn't meet my accessibility needs. I have problems with balance and mobility that make it difficult to walk in a straight line, and I cannot navigate the new system without something to prevent me from falling into the gap between the bus and the station.

You probably know that for BRT, the bus connects to the station with a very narrow ramp, with a edge/border along the sides that is only about 1 inch high. Then there is a gap of about 1 foot between the bus and the station, into which I could easily fall and get injured or stuck. There are no railings or handles on the station, the ramp, or the exterior of the bus for me to hold onto when boarding to prevent falls. The 1 inch edge around the ramp does nothing to prevent a fall. This seems dangerous for everyone, but for me it is exceptionally so.

I have communicated repeatedly with Metro staff about this, and they have been dismissive and unhelpful. I have been told that no other safety features will be added because they meet federal requirements. Requiring a handhold or protective barrier to navigate a narrow bridge over a large gap/hole isn't an unusual need. If it isn't required by federal guidelines then this is a time when the city should acknowledge that not all federal guidelines are perfect and go beyond them to meet accessibility needs.

Unsafe access is not access, and I am very disappointed in the city for continuing to make the bus system more and more inaccessible to someone like myself, who doesn't have the luxury of relying on other options. I never dreamed that the BRT would be less accessible than a standard bus, but now I have to deal with the fact that my independence, transportation options, and even what neighborhoods I can live in have all been slashed in one fell swoop.

I hope you will work on increasing accessibility features on the BRT and in increasing awareness within the city government about how serious an issue this is.

Thank you,

Eva Lewandowski

--

Eva Lewandowski