



Metro Transit – August Service Changes

LAST UPDATED: WEDNESDAY, APRIL 4; 12:00 p.m.

FEEDBACK BY ROUTE:

	Positive	Negative	Neutral
Routes 8	1	1	
Route 10			
Route 21		28	
Route 52			
Route 58		1	
Routes 59			
Route 81			

MOST CONTROVERSIAL

1. *Route 21 – Eliminating bus stop #5306 at Londonderry & Dryden.*

ROUTE 8

POSITIVE COMMENTS (+)

1. Thank you for the changes to the route #8 schedule, if it will make the bus be able to run more on-time.

NEGATIVE COMMENTS (—)

1. I object to the proposed route change for bus route 8. Putting it on campus drive will eliminate the stops on old University Avenue. I sometimes get the westbound 8 on Old University at Walnut, stop 2192; or exit the eastbound 8 at Walnut. The proposal to put the 8 onto Campus drive makes it a semi-express route. Express routes are great during the weekdays, when there are plenty of buses. But express buses do not make sense on the weekends.

ROUTE 21

NEGATIVE COMMENTS (—)

1. The route 21 bus stop currently in front of Dryden Terrace apartments. I'm a counselor working with people with disabilities who live in Dryden Terrace apartments. My clients and other residents are people with disabilities or elderly. Moving the stop would mean these people not being able to go to the store or doctor's appointments or other necessary trips. Paratransit is not a solution due to cost and these residents having low income.
2. Please don't change the route 21 stops to eliminate Londonderry and Dryden stops! This will negatively impact many, many people and will be a huge - and potentially dangerous -



inconvenience if elderly and physically disabled individuals need to walk farther to get on the bus. Travel times are not long enough to demand these alterations to the route. I take this bus often in both directions, and if these changes go through, my commute will be significantly impacted for the worse.

3. I am writing to oppose the proposed removal of the Route 21 bus stop in front of Dryden Terrace on Londonderry Drive. This would have a negative impact on the elderly and disabled residents there. As you know, if the proposal is passed, a new stop would be created on Northport Drive, about a block and a half away from Dryden Terrace. Passengers would need to walk up and down an inclined street to get there and back. For elderly and disabled people, not only is the incline an issue, but this would be a significant distance, especially in wet, snowy or icy conditions. Please reconsider this.
4. I think you should not make the people walk with disabilities and elderly. Many problems for them would happen.
5. If you eliminate the bus stops outside the Londonderry and Dryden apartment buildings, you will make things much more difficult and dangerous for members of our community who are disabled and/or elderly. We cannot expect them to get themselves an extra 2 blocks safely especially in the winter. A different solution must be enacted.
6. I live at Dryden Terrace Apts. for the elderly and disabled. We are HUD program. I can't drive and I use the #21 bus almost every day. I don't want to not be able to ride the bus easily + so much if there is no #23 bus out in front to get on the #21 bus.
7. I live at Dryden Terrace Apts. For elderly + disabled. Most of us can't drive we must use stop #23 to get to all things. Moving the bus stop we have is dangerous for wheel chairs and walkers. Please keep our bus stop, no. 21 bus.
8. Hi, I am a resident at 1902 Londonderry Dr. where the bus goes right in front of my building perfect because I can't walk far. I pick bus in front of auto store in winter you are not thinking of us elderly. Reason they don't take care of their sidewalks, wheelchair can't get there either. And as far as Packers Ave goes it too far for us Londonderry Dr. tenants to walk for many reasons. 1. disabled 2. in wheelchairs 3. sidewalk not cleared. My vote NO.
9. Please don't discontinue the #21 bus. People with disabilities and seniors rely on it. It stops right in front of senior/disabled housing.
10. Please keep the 21 bus active. Londonderry Dr. at Dryden bus stop continuing to serve the community. I vote yes to continue bus stop.
11. Seems to me there might be another way to keep the buses on time and still have that stop open that serves so many people every day. I would like to see that bus stop stay open, if possible.
12. I was dismayed to hear of plans to move the bus stop, in front of the Dryden apartments, to the other side of Northport Drive. Although I don't actually use that bus, it's clear that the current



stop is much more convenient and safer to use for folks with disabilities and it's should be retained. We should make it easier for our citizens to get around, rather than more difficult. I hope you will reconsider your actions.

13. I am writing to oppose the proposed changes to the #21 bus, as this change would remove safe, accessible bus transportation for those who rely on it the most in their daily lives and could be harmful to many children who will need to cross a busy intersection.
14. I live at Dryden Terrace I use a wheelchair and need the bus stop to stay at the front of the building it is hard to go down the hill in bad weather and ice and snow.
15. I live at Dryden Terrace. I'm in a wheelchair, it's so easy for me to catch the bus where it is. Please don't move the stop so far away.
16. Please do not remove the Bus stop at Londonderry and Dryden Dr. I use it every day. Please do not remove the bus stop at Dryden and Northport Dr., I use that one regularly. Moving the stops to Packers Ave. would create a hardship for me to use Madison Metro.
17. Safety for the elder and disable, we can't drive! We need buses. Please do not take it away. Most old people are weak, in wheelchair, in motor wheel, also with walker. Myself couldn't walk far same as others too. I used to live at 353 Owen Rd, Monona WI. It was too far to take buses from my home to walk to Pflaum & Alder. Both my knees had surgery and replacement too, very bad and weak. Please don't take away.
18. As a resident of Dryden Terrace Apartments, I am asking you to not take away the bus stop on the corner of Londonderry Dr. and Dryden Dr. There are many residents that are elderly and handicapped and they need this bus stop to get to their doctor appointments and do shopping.
19. To Whom it may concern:
This is to implore you not to remove the public bus stop at the corner of Londonderry Drive and Dryden Drive. I am 74 and do not drive (could not afford a car even if I had a driver's license). I am dependent on friends to get to any event beyond my walking distance but the fact that there is a nearby bus stop was an important factor in my decision to move in here, 1902 Londonderry Drive. It is bad enough that there is no shelter (from the rain, sleet, hail, snow) at this bus stop but to expect those of us who depend on public transportation to walk further, taking away this bus stop will be a major problem, not a minor inconvenience. I do not know the reasons the City of Madison wishes to take this bus stop away. Is the entire bus route changing? Is there prejudice against anyone who cannot drive, does not own a car, is elderly (or too young to drive) or disabled? Please keep this bus stop!

P.S -Another problem is the short walk signal at the corner of Northport & Dryden. The length recently was changed. A pedestrian must cross 6 or 7 lanes plus the median & even in good conditions walking briskly, I can no long cross before the "13 second" countdown begins. In bad weather - sleet, snow, ice - it is even worse, & certainly unsafe.

Please consider those of us who do not or cannot drive when making changes that may well endanger ourselves & others.



20. The bus stop at Londonderry & Dryden Dr. is essential to the elderly, disabled and others unable to drive. This is a vital resource for the community. Please grant funding to continue service for Dryden Dr. residents.
21. I'm writing this morning to voice my support of keeping Route 21's service to Londonderry Drive and the residents of Dryden Terrace. I understand changes have been proposed that would move the stop to Northport Drive, which would force elder residents and residents with differing abilities to walk up hill a block and a half. I also understand it would affect young children who would need to cross busy Northport back and forth. I hope there can be a different solution as to not affect these residents and children.
22. Do not stop the bus route at 1902 Londonderry Dr.
23. Please do not get rid of the 21 route. I use this 3-4 times a week round trips as 2 of my rider friends. They use it Monday through Friday and they live on wheeler off school road. I just started taking the bus last summer and it has been ok so far, but now I totally rely on it. I hope that other people feel the same way about this.
24. One of the proposed changes to the Madison Metro bus system would include eliminating part of the route of the #21 bus and a nearby and safe bus stop directly in front of Dryden Terrace Apartments which is a government subsidized building for the elderly and disabled located at 1902 Londonderry Drive located at the corner of Londonderry and Sherman Drive. This change would result in the following. This means the disabled and elderly individuals must utilize other bus stops which are both farther away and/or less safe. One fact is that individuals that reside at Dryden Terrace Apartments, 1902 Londonderry Drive, use mobility device such as electric wheelchairs that may easily be damaged by snow and ice. It is not recommended for electric mobility devices be operated in snowy places because any moisture could cause malfunction and rust to the operating pieces of the device. The loss of the part of the route #21 and this bus stop would also result in the fact that these elderly and disabled individuals using and needing their walkers as well as individuals carrying oxygen machines would also be negatively affected by being required to use a path and bus stop much farther and as well a path that includes a significant incline often covered with ice. Ice formation is a reality resulting from our weather but quite often the ice goes untreated by the business next to the incline. The only alternative is to utilized bus stop which is much farther away. This is a safety factor. Removing the city's bus route for the #21 bus located at the corner of Londonderry and Sherman Drive would also involve the challenge of the much greater time required to access a safe bus stop for The Disabled. This means individuals professionally diagnosed with physical and mental disabilities would not feel safe nor inclined to attempt to use the regular Metro bus transportation when possible. Some individuals professionally diagnosed as mentally disabled are encouraged by their providers to practice using the regular Metro regular bus transportation to hopefully gain some degree of independence and hopefully make life better and more fruitful. Learning to and using the regular Metro bus system is one way to realistically achieve this goal of addressing some issues related to mental illness. At times the professionals suggest the availability of Paratransit Rides to use as an available venue for coping with their mental health to get to necessary medical appointments and other important places. In order to get to medical appointments and other important places that Paratransit can be officially used. Many of disabled individuals do qualify for Paratransit services.



Typically, this is a van transportation service where individuals who are unable to use public transportation due to a physical or mental impairment are picked up and dropped off at their destinations. If the safe and reasonably close bus stop is eliminated which sits directly in front of a HUD financed living facility the government has established this in reality would result in an increased demand of these Paratransit services. The ADA requires public transportation agencies to provide paratransit services. The paratransit service must be comparable to the city's fixed bus system regarding routes and availability. Facing a loss of \$3.9 million in federal funds, Madison Metro Transit plans to implement changes to its paratransit service in 2018 that could include increasing fares, affecting about 3,700 riders.

This is one of our most challenging things we have had to do" says Chuck Kamp, the Metro Transit General Manager said of the changes. At the present time there are also proposals for changes to the 2018 bus schedules. It is mandatory that accessibility to Metro fixed bus transportation for disabled individuals always be respected and included in these decisions. Eliminating the Metro bus route and the bus stop for the #21 bus which is located directly in front of the HUD financed Dryden Terrace Apartments located at 1902 Londonderry Drive would have an extremely negative affect on the safety and the available transportation services available for individuals diagnosed with physical and/or mental disabilities. These proposed changes would have a negative effect on the overall health of persons diagnosed with physical and/or mental disabilities.

25. Please vote NO April 11 on ending service to Londonderry Dr. THANK YOU! Resident at Dryden Terrace.
26. It has come to my attention that changes have been proposed for the #21 route on Madison's north side. I am certainly not the only person that you have heard from that is opposed to this idea. The change would have a dramatic impact on individuals who depend on this bus route. It should be alarming when you hear about the demographics that would be most impacted by such a change. Hopefully decisions are made with people as the focus, and not pennies.
27. Metro, I hear you want to move our bus stop. I need the bus service for work. First, you move bus stops when you have Monday through Friday service. Then service is hourly on Saturday and Sunday. Now you are thinking of taking our bus service from us. What's next.
28. I am strongly urging you to reconsider your upcoming proposed route changes in the Lakeview Neighborhood on Madison's Northeast Side. You have proposed the rerouting of southbound (Route 21) buses from Londonderry Drive on to Packers Avenue and eliminating several stops in that neighborhood in the process.
Such a move would cause great hardship for many of the folks in that area who have a vital dependence on the bus. Along Londonderry there are numerous retired folks as well as a large contingent of disabled and low-income people that would find it very stressful and taxing to try to get to the new proposed (nearest) bus stops. And this new route for the southbound buses would essentially bypass the Northeast Clinic, which would put a great strain on people who use the clinic and who also depend on using the bus as a vital lifeline. (I am one of those people who desperately needs to be able to get to that clinic by bus on a regular basis.) You would also cause a great hardship to many other people who live along Northport Drive who often don't have the



means to buy and maintain their own vehicle. Please don't put the needs of the many in the mainstream majority ahead of the sick, the elderly, the poor and the disabled?

ROUTE 58

NEGATIVE COMMENTS (—)

1. Thanks for the closure information on Frisch, I will plan to drive when this takes effect. I have been taking the bus at that location since 2005 when I purchased a house in that location. I catch the bus on Frisch and Jacobs Way.