



Routes 37 & 38 Proposed March Service Updates

Feedback by Route

Route	Pro	Con	Neutral
37	0	0	0
38	2	23	1

Route 38 (service removal from segments of Walter, Hargrove, Dennett, & Dempsey Rd.)

Con:

- I want to register my position *against* removing Route 38 service to Dempsey Rd./Dennett Dr. I have MS and use a walking stick and I've been thankful that I'm still mobile enough to use regular Metro transit. On good days I am even able to walk to Walter Street. But in the dead of winter this is not an option. If you remove these stops I'll have no other option than paratransit. I really don't know how I'll be able to afford that. Or even if I would "pass" the disability assessment to qualify for it since I can get up and down from the bus with my walking stick. Really really hoping Metro does not eliminate this area of service. Thank you for listening!
- I wanted to comment on the proposed elimination of the Dennet/Dempsey section of the 38 route. I live on Anchor Drive and take the bus every day. If this segment is eliminated, I will have to walk 10 minutes (usually with bulky bags/larger work related items) to catch the bus. Additionally, this will mean a further walk for me in the dark or in inclement weather. I really value having the option to get dropped off near home in those instances. I also routinely see groups of people at the stop at Rockwell/Dempsey in the morning and know many of my neighbors utilize this route. Please consider keeping the segment.
- My family and I rely heavily on the 38 that travels via Dennett and Dempsey. In the months when we can't commute by bike, we use the 38 bus to drop off our daughter at Lowell Elementary, and then commute in to work on campus, and do the reverse in the afternoons. Walking to the proposed new 38 stops would add 10-15 minutes to our commute each way, or 20 minutes walking with our daughter, which pretty much guarantees that we'll be driving in most days during the winter. We love



that we can commute car-free from our neighborhood; this was a major factor in our choice to live here. I strongly urge (beseech?) you to retain this segment of the 38 route. Thank you for your time and your excellent service!

- The route 38 stops along Walter, Dennett, and Dempsey are the lifeblood of my commute. I take/depart the bus from stops along this portion of the route on a daily basis. Removing this route would significantly hinder my ability to commute on public transit, increasing my walking distance to a stop to near 1 mile, compared to the couple of hundred yards with the current route. The neighborhood served by this route is significantly enriched by the metro availability, please do not doom us to dependence on individual vehicles.
- PLEASE KEEP the 38 route the way it is, which includes the stop at Dennett & Dempsey. I am a graduate student who purchased a house just over a year ago on this street precisely because of the location next to the bus stop, which brings me to the University almost every day. I cannot afford parking at the UW campus so driving to work/school is not an option. My bus commute would be nearly an hour each way, every single day, if this stop was taken away. I love being able to ride the bus and save on gas too. This bus stop is extremely important to me and many other riders as a means to get to work. Thank you.
- I am writing to express strong opposition to removing 38 service from Dennett Dr and surrounding areas (Dempsey, Hargrove, etc). My family, including a school-age child, rely on the 38 for our transportation to and from work / school. In fair weather we often bike, but in the winter months and on rainy days during the summer we take the 38 bus several times each week, using it first to drop our child off at Lowell Elementary and then continuing on to work on the UW-Madison campus, reversing the trip home in the evening. It is very rare for there not to be 2-3 other people getting on / off at the same bus stop we use when we are commuting during rush hour. Removal of 38 service would be very detrimental to our commute. It would force us to walk 15-20 minutes to get to / from the bus (either the 3 or the other 38), which is unrealistic with a young child. We would surely end up driving our car every day when we would have otherwise ridden the bus, contributing to clogged roadways and increased pollution. As it is, the eastmoreland neighborhood is not particularly well-served by buses. On the weekend it's very difficult to take the bus, and I would be sorry for weekday service to get even worse. Being able to commute without our car was an important factor in choosing where to live. I would be very sorry to see that option go. I have always been satisfied with the quality of service I get in riding the Madison buses, and I



hope the good service to the community continues. I strongly urge you to retain this section of the 38 route.

- I'm very concerned about the proposed change to the 38 route. I depend on this route that goes down Dempsey Rd. and Dennett Street on a daily basis. If this were to end, I would need to walk a mile to the nearest stop. I understand the desire to simplify your routes, but it's really not that difficult to see that every other bus goes a different way. I think making the bus more accessible to a greater number of people is more important than the minor inconvenience of it being slightly complicated. In addition, I feel that there are many people who take the bus at Dempsey and Dennett streets. There are almost always several people at my bus stop and people are always getting on and off during this route. PLEASE DON'T STOP THIS ROUTE!!!
- This email is feedback for the public hearing regarding closure of the stop. Our neighborhood has had a turnover during the last couple of years. It consists of younger couples who appear to commute to work or school. My family also commutes by bike or bus. In addition, there are a number of children who do or will pick-up the school bus at this location. Closure of this stop makes taking the bus less convenient for tax payers that live in this commuter neighborhood. Tax payers who also pay for their children to take the bus to school. The bus stop is on the direct route so it is effortless to have it there. If you move the stop it makes a difference for those who depend on it.
- I am writing in response to the posted sign at stop 1890 informing riders that the bus stop is proposed to close. This is very troubling to me as a daily rider who utilizes route 38 for my commute. The removal of this stop in favor of having the line go strictly down Atwood would negatively impact the Eastmorland neighborhood greatly. During the winter months, the city does not shovel or salt the sidewalks along Olbrich Park between Hargrove Street and Atwood rapidly enough for people with early commutes to comfortably make it to the Atwood Street bus shelter. Stop 1890 is easier to get to for people living further up into the subdivision since generally the neighborhood cleans their sidewalk regularly, so the only deep snow one might encounter would be from the corner of Hargrove and Walter to the stop itself. Additionally, while Route 3 may be still accessible to get downtown, it does not reach the heart of Campus (specifically Linden Drive and the UW Hospital). Looking at the average boarders per day per this document seems dubious at best. On an average morning, I usually get on the 38 at this stop with two or three other people. I have a hard time believing that on average the 38 only picks up one other person each morning at this stop. Additionally, this



does not account for the fact that it is a split route, meaning it's not clear how many people picking it up on alternate routes are getting the one that stops on Atwood because it may suit their schedule better for a bus on that time frame. Thank you for your consideration, and I do hope you decide against altering the route to bypass Walter Street.

- I am writing in opposition to changing route 38 that passes through Walter, Hargrove and Dennett. I am at UW-Madison employee who is new to the Eastmorland neighborhood (bought my house in May). Part of why my husband and I chose to move to this neighborhood was because, although it was further east than we previously lived, it would still be relatively easy for me to get to work by bus with the ease of the 38. My ridership is lower in the warmer months because of biking and other modes of transportation. However, as we approach winter, I implore you to keep the Walter, Dennett, Hargrove 38 route running as I expect to take the bus to and from work daily. I trust I am not the only person in the neighborhood who plans to increase their ridership with the changing of the seasons and as more young people (who in general tend to own cars at lower rates) move into this neighborhood, having reliable and consistent bus access to downtown will continue to be of importance to the Eastmorland neighborhood. Further, it is important to recognize the diversity and income levels of this neighborhood which has, and continues to be served less by Madison Metro than other parts of the city. While my husband and I moved just 2.5 miles east when buying this home, the number of bus routes we have easy access to has been cut in half. I firmly believe in accessible public transportation for all community members and know Madison Metro strives for this goal as well. Thank you for reading and I hope you keep this route as is.
- I wanted to send a note stating my opposition to the removal of service of Route 38 from Walter, Hargrove, and Dennett. My wife and I moved to the Eastmorland neighborhood this summer and one of the things we love about it is the easy access to busses on Walter. Currently the only two routes that go downtown are Route 3 and Route 38. Unfortunately, neither of those routes run on the weekends. My wife relies on the bus to get to work and home daily. Removal of this route will negatively affect her and her safety as temperatures drop and daylight dwindles.
- Please do not eliminate stops for Route 38 on Walter and Hargrove Streets, Dennett Drive, and Dempsey Road. Every weekday I take the #38 bus as my mode of transportation to and from my employment in downtown Madison. I pick up and get off the bus along Dennett Drive or Hargrove Street, as I live on Paus Street. A nearby bus route that could take me to and from my employment was an important factor in my



decision to purchase my house. Eliminating these stops will no longer make taking the bus a viable mode of transportation for myself and I would need to find alternative transportation to work, or possibly seek other employment or housing options. If these stops are eliminated, my 10 weekly rides and associated bus transportation revenue will no longer occur. Please do not eliminate the stops on Walter and Hargrove Streets, Dennett Drive and Dempsey Road for Route 38.

- Please don't eliminate the leg of 38 that serves Dempsey Road north of Cottage Grove Road. I often take that route to get to my boyfriend's house on Rockwell Dr. Eliminating that leg means that a lot of the residents in that area will have to schlep themselves several blocks to catch a bus. This isn't going to improve ridership.
- I am against removing Hargrove, Dennett, and Dempsey Rd from the 38 route. I live in that area and regularly make use of the 38 to get downtown to work. I am against shrinking public transportation services in general as well. With parking at a premium on the isthmus, we should be expanding Metro services, not cutting them. I am willing to support a tax increase to help this happen. Reducing route coverage also discourages people from taking public transportation, because it will involve more effort and time to get to your destination. Please do not reduce the 38's route. The neighborhood the 38 serves (Eastmorland) is turning over and a lot of young professionals who work downtown or at the UW are moving in. The 38 is very convenient for commuting and would really reduce the need to drive and park downtown.
- I would like to add feedback to the proposed change in route 38. I feel that discontinuing the route along Dempsey and Dennett Rd. would cause hardship to my household and many others in our neighborhood. Making this change would make the route much less accessible to many who rely on this route. I won't be able to make it to the public hearing, but I hope that my feedback can be taken into consideration.



Route 38 (service removal from Dempsey, Davies and Buckeye Rd.)

Con:

- I would like to comment on the proposed reduction/removal of service on Davies and Dempsey St. I ride the 38 to and from work at UW-Madison. I normally board and exit the bus on Allis and Turner. However, the bus is quite limited it only runs once every 30 minutes during peak hours. When I am not able to catch the 38 bus on Allis and Turner (for whatever reason) I walk to Davies and catch the 38 bus that starts at Monona and Buckeye there. Thus, this proposed reduction of service would further reduce the transit options for me. This reduction of service seems short-sighted, given that this neighborhood has seen many recent home sales, with many young working people moving here (including me, 4 and a half years ago). This is one of the more affordable neighborhoods in the city to buy a house, and luckily there is a bus line connecting it with downtown. Reducing service would make the neighborhood less desirable and would surely make it more likely that people who live here and work downtown or on campus will drive more, which runs counter to the sustainability goals of the city. Rather than reducing service, if you wish to re-route the bus off of Buckeye and Monona, I suggest that you run the bus once every 15 minutes on the full route from Frontage and Pflaum, so that you do not leave the younger working people who are increasingly moving into this neighborhood with less opportunities to take a more sustainable form a transportation. Perhaps if the bus was more frequent in this neighborhood (and if it ran during times other than peak hours), even more people would choose to take the bus. Side-note: the low ridership on the east/south-bound stops is because this is near the end of the line and people are not boarding the bus, but they ARE using those stops to exit the bus.
- Hi – Currently Route 38 runs “peak times” only – what I’d consider “getting to and from” work hours and I rely on being able to ride the bus to and from work. If need to leave work early, or come to work late, I have to make other transportation arrangements, as the 38 bus does not run regularly during off hours. Part of the reason I purchased my home was the convenience to Metro transport. As a city employee working downtown, driving every day is not an economical option. Driving is also discouraged as public policy. And, I prefer to support mass transport when it’s available. I respectfully request that consideration be made to not reduce the service provided at EB stop #7475 (Davies and Maher) and SB stop #7670 (Dempsey and Maher).



- I would like to request keeping the Rockwell/Dempsey bus stop for route 38. I use this stop to go to and from work and with two kids the additional time required to get to the new stop would make it much more difficult. Additionally, there are a lot of people on my routes to and from work that get on and off on Dempsey and Dennett Roads and I think the changes would have a pretty significant negative impact on people's lives. Thank you so much for your consideration!
- I am writing concerning the proposed elimination of the route 38 Buckeye Rd. and Monona Dr. layover point, as well as reduction of route 38 service along Dempsey and Davies. As service along these streets is critical to my family's daily commute, these proposed changes would negatively impact our access to public transit. My husband and I recently moved to the neighborhood and are full time students at UW-Madison. As parking at the university is prohibitively expensive, we currently rely on the 38 bus from Buckeye and Monona for our daily commute. When looking to buy a home in Madison, we chose this neighborhood because of its affordability, as well as its access to public transit. Since the ride to campus is relatively long (about 45 minutes) reducing service to our neighborhood would greatly inhibit the flexibility of our commute. Moreover, we know of several families within a 5 house radius of us who are either students of the university, employed by the university, or both. We ask the commission to please consider sustaining frequent route service in this area in order to avoid hindering access to our places of work and education.
- Dempsey rd loop in peak hours needs to stay I'm a rider every day in the winter. And I don't feel comfortable walking in the dark from Walter or the east transfer point. In the summer us in the neighborhood ride our bikes.

Route 38 (service removal from Oakridge Ave. between Division and Atwood)

Con:

- Your proposed changes will impact the time duration off my commute. By going down Oakridge the bus misses several stoplights and does not have to wait for trucks backing into Schoeps on Division St. I understand the split routes cause confusion. Maybe this could be solved by education. Teaching riders to look at what is displayed on the bus menu. Or given out to folks who use your rider app on phones. I saw the data about average riders on the Oakridge service and am interested in what



time of the year you did your survey. I have been riding my bike since March and will start riding the bus in November again. When I ride during the winter between 7-8 am we collect many riders who get off at the capital. I am also concerned for these riders who will have to cross Atwood for the inbound route which is already a busy street with parking on each side. I would also like to see your proposals for the bus during construction on Buckeye Rd since that will directly impact where I get the bus.

- Please do NOT close down route number 38. It is a major commuting line for my wife and I to the University. (And many others) We live on Oakridge Avenue and this saves gas and makes our commute easy, rather than drive down to campus or walk a significant distance to another route. Parking on campus is nearly impossible and much more expensive than the bus. I recall several years ago when the same thing happened to line number 11, my main line to the UW. It caused a lot of disruption. Please do not make this mistake again. I would rather see a slight fare increase, or the elimination of a later time on this route. (I believe I see the bus going past my house at 7:15, for example. Is this necessary?). I would rather see the UW subsidize the bus. They can afford it.
- I am writing to raise a few concerns about the proposed route change to the 38 bus. I live on Welch Avenue near Olbrich Park and work at the university and use the bus most days to get in. I admit that the incredible proximity to the bus stop was a selling point to my wife and I when we bought our house and the route down Oakridge has proven to be extremely convenient. I am, obviously, not happy to hear about the proposed change. My main concerns are the following - Safety for me. By moving the route to Atwood-only, I would need to cross Atwood each morning during rush hour to reach the stop near Olbrich Gardens or on Garrison. Neither of those intersections has a stop light and traffic on Atwood is dangerous for pedestrians. My family and I have, on numerous occasions, stepped into the Atwood crosswalk after a car has stopped in the near lane only to have another vehicle blow by us completely unaware (even while my little girls wave those orange flags). I frankly am uncomfortable trying to cross that street when the volume of traffic is so high so would have to walk down to the light at Fair Oaks, I suppose to cross safely - which definitely detracts from one of the amenities that attracted me to my home - which was nearness of a bus stop. - Safety for my daughters. In the next couple of years, my two daughters will start school at O'keefe and. frankly, I was comforted knowing that one option they could have for getting to school was the city bus and was looking forward to getting a pass for them. Under your proposed changes, that won't be happening, as there is no way I'll let them try to cross Atwood in



the morning to catch the bus. I realize that you have very good reasons for proposing this move and that the numbers are what they are and that our neighborhood may not prevail in keeping this line. If that should be the case, I offer the following suggestions:

- Add more stops on Atwood. Currently, my only options for stops on the way home are at Elmside and down by Olbrich Park. Something between the two would be preferable although perhaps not possible due to traffic.
 - Ask the city to make Atwood safer. The current situation of a neighborhood separated from the Botanical Gardens and, soon, Garver Feed Mill by such a busy street with no good way to pedestrians to access those locations is problematic and adding in foot traffic trying to get to bus stops during the busiest times of the day adds another wrinkle.
- Thank you for your time.

Pro:

- Eliminating the Oakridge route 38 seems a smart move. I do not take the 38 when it travels on Oakridge, as the walk to my house is too far. I'm several blocks off of Atwood toward Milwaukee Street, so I use only the 38 that runs on Atwood. Further, it has never seemed sensible to offer two 38s, two 10s, and so on, when the routes are not identical. That was flawed thinking from the start. I made many mistakes when I needed to take the 10, going east after work. I won't bore you with details; suffice to say that I did complain to drivers and they completely understood my frustration. If you need a new route, give it a new number!
- I am writing to support the proposed changes to Routes 37 and 38 as long as the number of buses on the route does not change (or increases). The 38 commuter is standing room only when UW is in session.

Mixed

- I'm strongly opposed to the proposed elimination of service along Oakridge from Atwood to Division. I routinely take route 38 buses at a stop on Rutledge Street. I fear that given the rationale stayed for the Oakridge service elimination especially the statement that this is an interim proposal means that there will be a future elimination of service along Rutledge. I purchased my home on Spaight Street specifically because of its proximity to the bus line. I am blind and the service along Oakwood/Rutledge is my primary method for getting to work and back home as well as to events downtown. The reduction of route 3 service on the weekends along this corridor has already limited my access to



weekend activities in downtown. It is not an acceptable alternative for me to catch the bus on Winnebago as it would mean crossing an extremely busy and dangerous throughfare. In the winter the increased distance to the bus stop on snowy and icy sidewalks would pose an additional hazard of access. If Metro wants to increase service on an already well utilized route, I suggest it would be better to create a new route to serve that area rather than reducing the service along an already busy corridor. The 38 route is already a limited route running only during commute periods. As it is, The bus both ways is almost always full. I fear that running more routes down Division will create the likelihood of service delays on the west bound morning routes due to conflicts with trucks loading and unloading at Shoepe's factory. I understand that some home owners along that corridor are unhappy with bus traffic along Oakwood. However, they knew of the bus service at the time of their purchase and they should not be permitted to reduce service to others who specifically bought houses because of that service.

Route 37 (shift from Buckeye to Cottage Grove Rd.)

Route 37 (shift from Stoughton Frontage to Advance Rd.)