

Summary of Feedback Received

Proposed August Service Changes

Total feedback received:

Route	Pro	Con	Mixed
6			
11	14	13	2
23	3	1	2
25	1		
26			1
29	2	5	
31		1	3
34		11	
39		3	
84			
Bus Stop Changes		1	1
School Bus Service			

Two most controversial:

- Removing Route 11 from Science Dr.
- Eliminating the Route 34

New feedback received between April 17 and April 24 at 12 p.m. (noon)

Route 11

Negative:

1. The proposed changes to the number 11 route will affect many commuters that live in the West end of hill farms. Our neighborhood has a lot of university bus riders that use this route to get to work.
2. The proposed change for route 11 - moving away from state street/capital square would be detrimental to my daily commute to work



3. I'm writing in regards to the proposed changes to Route 11 to Science Drive. I currently use one of the stops that will be eliminated on Mineral Point Road. While it will be a bit further to walk to the stop at the corner of Mineral Point Road and Segoe Road, what mainly concerns me is the fact that now the bus will have to make left turns on busy roads, going either West or East. Going West, the bus will have to turn left onto Mineral Point Road from Segoe Road, while going East the bus will have to turn left onto Mineral Point Road from Midvale Blvd. Given that the 11 only operates during peak hours, I imagine these will be difficult turns to make and worry about the delays in service that may occur. I would propose that the bus take Segoe Road from Mineral Point Road to and from Tokay Blvd. This way the only left hand turn would be from Tokay Blvd onto Segoe Road, which has a four way stop. This would also serve the majority of people as the proposed route.
4. I would like to express my extreme disappointment and protest over the proposed changes to the Route 11 bus. I had hoped to attend the public hearing this week, but now I might not be able to due to a schedule conflict.

I live near Racine Rd, a couple blocks north of Mineral Point, and I work on the UW campus on the north end of Babcock Drive. When we were looking for a home about 9 years ago, I was thrilled that our house was so close to the 11 bus stop at Racine and Mineral Point, and it was a selling point in choosing our home. I take the bus to/from work nearly every weekday. The timing of the 11 works perfectly with my work schedule and gets me home quickly, which is often important for time with my family and other scheduled activities.

If these proposed changes go through, my daily commute becomes far more complicated. If the closest 11 route stop becomes Segoe, my walk time to the bus stop triples, and it would force me to walk 0.7 miles in dress shoes through our neighborhood, with sidewalks that aren't reliably cleared in the winter. That's a 12-minute walk, and I would be cursing Metro every rainy or cold winter day for the change. Metro claims that I could take the 6 route, but the 6 does not take me anywhere near my office on the north end of campus, and half the time it does not go on that section of Mineral Point anyway, going on Tokay instead. The 2 route has a stop somewhat near my home, but it is a longer route and still doesn't come close to that part of campus. Transfers between buses may be possible, but I've never found that to be reliable or convenient. It adds so many variables to match up schedules and means even more time waiting outside. If I have to start driving to a bus stop or transfer point, I'm adding to traffic and parking issues. If I start driving to campus, you've lost another rider, and I'm spending \$1,000/year for a parking permit that I can't afford.

Every day, there are numerous other people relying on the 11 route's service to the area that you are planning to cut out. One of my neighbors who often rides the 11 is blind, and I imagine this change will greatly complicate his commute. Just this past year, the City invested in two flashing crosswalks on this stretch of Mineral Point, mainly to serve pedestrians crossing to the bus stops there, so it makes little sense to now cut most of



the service to these stops. The current route provides good, balanced coverage for both the Hill Farms neighborhood and the area south of Mineral Point. I understand wanting to better serve other households like the ones near Tokay Blvd, but doing so at the expense of existing riders who depend on it is a poor way to do that. And that neighborhood is already served by the alternating 6 route.

I must say I am also very disappointed by the lack of communication to your riders about this proposed change. Despite riding the 11 route nearly every weekday and being on the Metro text alerts list, I only heard about this proposal last week because other riders were talking about it. In talking to other riders and neighbors affected by this, most had only heard about it through word of mouth. While Metro's text alerts have specifically called out other specific route numbers about changes, I don't see any that call out the 11 route.

I hope I'm able to attend the hearing to voice my opposition to these changes, but hopefully this letter will also be considered. When groups make these kinds of proposals and offer "opportunities for feedback," I question how much consideration is truly given to the opposing voices, but I would like to think Metro has enough customer commitment to truly care and rethink their proposals if there are complaints.

I ask that you reconsider your proposed changes to the 11 route and keep it as-is. Thank you for the service you provide and for taking our feedback seriously.

Mixed:

1. Despite some initial trepidation, I think moving Route 11 from Science Drive to travel via Midvale to Tokay is a great idea! It offers bus service to/from the campus and UW Hospital area to a much larger parcel of homes that currently don't have easy access to many Metro Transit routes. My only fear is that at some point it may seem tempting to shift service away from Segoe in order to make travel faster by only using Midvale. Travel along Segoe serves many homes and individuals and those stops seem to be frequently used. (And since I currently use stop on Segoe, I'm partial to keep those. :))

I do think the shifting of Route 11 off of State Street and the Capitol Square is less beneficial for riders. I understand the time-saving aspect of shifting the route, but I'm curious about the number of riders who use the stops along the current route. Perhaps most Route 11 riders are departing at campus stops instead of traveling all the way to the Square, but since the Square is a primary bus hub, it seems logical to keep the 11 routed through there. Having to travel 3-4 blocks off the Square to access the same route--should it be changed--is a considerable inconvenience. Time savings would have to be great in order to make it worth it, in my opinion! If this is a necessary change in order to approve the route change from Science Drive, then I'd consider it worth it.

Route 23

Suggestion:

1. We would like to comment on Route 23, the new service to Sun Prairie. When looking at the map of the proposed route, we noticed that the route does not come into older parts of Sun Prairie where many lower income families and the elderly reside. These residents would most likely utilize this service. Even though there is a park and ride designated for O'Keefe and Reiner Roads, we feel that the purpose of riding the bus is to skip the expense and wear and tear on your car as well as support those individuals who don't own a car. Riding a bus is also an environmentally friendly way to get around. We would also like to see a stop in the downtown area of Sun Prairie. This stop would help bring customers to local businesses and bring people to attend some of the events that are held in the downtown during the year. In short, we would like to see the route expanded to include stops at the following locations: Vandenburg St. & Andrews Dr., S. Brid St. & Talon Pl., Main St. & Park Cir., Main St. & Dewey St., one stop in the downtown area. Thank you for your time and attention to this important matter.

Positive:

1. I am writing in support of Route 23 for transport from downtown to Sun Prairie, and in particular stops at my workplace, American Family Insurance. There is currently only one bus per morning and one per afternoon (Route 25) that will take me that 8 mile route in less than 90 minutes, and it is often at odds with my work schedule. Given the number of employees at AmFam, the growing number of them living downtown or commuting to/from the Spark building on Livingston, I think this would be a worthwhile investment. Thank you for considering this input.

Route 29

Negative:

1. Metro and the City must keep the Park & Ride and Northside TownCenter, which offers commuters west and north of the city a chance to use mass transit rather than drive into the downtown and campus areas.

Please negotiate with the shopping center owners to keep the Park & Ride. People who ride that bus get off it at the Park & Ride and shop at the shopping center. The owners are hurting their tenants doing this.

If riders instead need to park in the Warner Park parking lot (is this even a possibility?) and catch the 29 at the southbound N Sherman Ave. bus stop, they are much less likely to use the shopping center/

Additionally, no longer running the 29 down most of Packers Ave. is going to lose readership. I know several regular riders who board at Elka Lane and Packers Ave. This



is 0.7 miles from the N Sherman Ave bust stop and will likely result in them no longer taking the bus. Metro will lose ridership.

Planned changes on E. Washington Ave and State St. are good since they will most likely reduce commute time.

Route 34

Negative:

1. I am a regular user of Route 34, using it on average 2 times a week.

I am not against eliminating this route. It is not heavily used. Rather I want to document the time consequence for me in closing the route.

I take the Route 6 bus from the Capital Square, Monday, Wednesday, and Friday at 7:32 am and get off at the MATC Campus to swim. Many of those days, after swimming I take the Route 34 bus leaving MATC at 9:32 am and take it to the East Transfer Station. I walk across the street to Woodman's East and do some food shopping and pick up the Route 5 which leaves at 10:15 am.

This is efficient and convenient for me. Since we don't have a car multiple trips are required per week for food shopping.

On the days I don't shop at Woodman's East and need to shop at Trader Joe's, I can take Route 6 from MATC which leaves at 9:34 am and I get off at Spooner and Regent. That will not change.

The change of closing Route 34 will cost me an additional 30 minutes of time when I need to shop at Woodman's East after swimming at MATC. I will have to take Route 6 again leaving at 9:34 am to Milwaukee/North and East Washington (9:43 am) and wait to transfer to the Route 5 (10:00 am) to take me to the East Transfer Station. That is the bus that I would normally use to take me home. Now I will have to use the next Route 5 bus which leaves at 10:45 am. This is where the extra 30 minutes comes in.

2. I oppose eliminating route 34 unless there is more service to Madison College from routes elsewhere. I oppose the elimination of stops on Milwaukee St.

Route 39

Negative:

1. Hello -- I'd like to submit comment to be considered concerning the elimination of route 39.

Please note that this route serves important populations of people who rely on the affordability of taking the bus and provides riders with access to buildings and



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businesses through the area. It serves Madison Comprehensive Treatment Center, those who work at the numerous state and federal government office buildings, and Second Harvest Foodbank. I understand these stops can still be served by route 31. It is my hope that the new route 31 will have similar start/stop times, amount of stops, and won't add to the current amount of travel time from east transfer point.