



Public Hearing Comments

Feedback received from November 2020 - Present

	Pro	Con	Mixed
Route 10	0	8	0
Route 38	7	0	0
Route 27	0	1	0
Route 28	0	3	0
Service Moved from State St. to W. Washington	1	0	0
Total	8	12	0

Route 10

Con:

1. I understand why the 10 would be eliminated, but it was also so helpful for me when I commuted to work/home. I loved that it bypassed the capitol and all the stops along Willy Street. It was always the quickest way to get home. I hope more busses will be on the route as well, because the bus could get especially packed around campus.
2. I live on Hoard St and many of my neighbors work at the University and commute to campus on route 10. I am starting nursing school in the fall and will need to commute to campus on bus and route 10 is by far the easiest and most useful route for those in my neighborhood to get to campus. Please do not remove route 10!



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3. Hi! In non-pandemic times I am a regular rider of Route 10 (I live near Hoard St and 7th), as I work at the university and ride daily to campus. I plan to do so again once the pandemic ends. If route 10 goes away, what options are there for people who need access to routes that go to campus? I see no convenient alternatives. The only other route that will go down E. Johnson (much more convenient than E. Wash to my home), is route 5, which doesn't really go to campus. When I ride rt. 10 it's always filling up pretty quickly, and there are always people on it almost all the way to the end of the terminus on North St. I'm very strongly against removing route 10 and not replacing it with a comparable route that uses E. Johnson St. There are a lot of university and state government workers in this neighborhood who need convenient access to public transportation that takes us to work.
 4. I live in the 2300 block of Hoard street and do not have a car. Before COVID, I relied on the bus to go to work (UW). I would not want to drive even if I did have a car. If you cancel the 27 and 10 buses, MY TWO PRIMARY BUSES, I do not know what I will do. It looks like the 5 will be the only bus going down Johnson Street, and I would then have to transfer to get to work. The 2 bus does not work for me. East Washington is more than twice as far from my house so the only times I currently take those buses are weekends and evenings, when the 10 and 27 are not available. Either way, you'll add a significant walk (especially when carrying things) on both ends and at least 15 minutes to my commute. I don't see how you can justify getting rid of ALL of the commuter buses going down East Johnson. I also noticed that you are not reducing service to and of the Jenifer Street buses. Only the ones on my side of the Isthmus. Why is that?
 5. If you're going to get rid of Route 10 and have Route 2 run every 15 minutes, I think every other 2 bus should travel via Campus Drive. Otherwise, the Route 8 will become terribly overcrowded. I've lived on Sheboygan Ave. for 15 years and I've always avoided Route 2 because it takes so much longer than the Campus Dr. routes. For those of us who don't need to go around the Hospital loop, even under normal conditions, we would rather spend less time in transit. But now, it's even more important not to spend that much time in an enclosed space with others. According to your schedules, currently on a weekday morning at around 7:30, travel to Johnson & Charter from Sheboygan & Eau Claire on Route 2 takes 19 minutes, while on Route 10 via Campus Dr. and Route 8 it takes only 12 minutes. Please don't subject your riders to spending more time on the bus than they have to, and your riders and drivers to overcrowded conditions. Thank You.



6. I believe if you get rid of 27 or you put the 10 out of service so why would you want to do that because you want to add an extra two do you realize that by doing that you're screwing everyone that it goes to the college the two does not serve as well as the 10 and the 27 serves the food pantry is the 21 going to run every 15 minutes like it normally has because of the 27 doing 21 route or is that mean that they're going to change it so that 21 runs every half hour if you do that you're going to make a lot of people that go to River food pantry they get their food once a week or some people go there every day basically oh to get free food because at the river food pantry they don't care how much food they give out so that's my question for you.
7. I am shocked at your proposal to discontinue both routes 27 and 10. Both of these routes service the Eken Park neighborhood. Adding to routes 2 and 38 does no good for the neighborhood. The only other route that comes into the neighborhood that heads west is route 4 and it meanders and only goes as far as Mills St., which is a distance from where I work. Please rethink your proposal. It would be awful if I would have to drive everyday because there is no bus for me to take within walking distance of my home and work. Also, the 27 is the bus that many students use to get to East High.
8. Suspending service to Routes 10 and 27 will isolate my neighborhood (Eken Park). These two routes are how I get to work on the UW campus and that commute usually takes 40 minutes. If I had to walk to take the 2 or the 6 from E Washington, this will extend my commute by 10 minutes and sometimes requires a transfer, which is not always reliable. Most importantly, the 10 and 27 are the only reasonable routes that run before 8am. I get to work early, so having a longer commute will require that I leave even earlier and take transfers. Not only does this inconvenience me, but I'm concerned about the other commuters I know on the bus who have mobility issues, who rely on stops near downtown, or who go to work even earlier than me (or come home later). Madison prides itself on the infrastructure available to commute via bus or bike, but the decision to suspend the 10 and 27 is directly counter to that. This decision will isolate east-side neighborhoods that rely on service to get across town safely.

Route 38

Pro:

1. My spouse and I both used the #38 bus to commute to school and work. Having the service restored would be a great service for us, as we don't have a good way to get to school and work otherwise.



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2. I would like to voice my support for restoring regular service to Route 38 on weekdays. Thank you for considering!
 3. Thank you for this opportunity to leave feedback. Please reinstate the 38 commuter route that travels from East side of Madison to Sheboygan Ave. This route ran early am and early pm to facilitate transportation for those working during the day downtown, UW-Madison, or UW Health Hospital. I work at UW Health Hospital; I and multiple other coworkers I know utilized this fixed route service that alternated between the Capitol Square route and the John Nolen Ave route. We front line workers still must go to the hospital during the covid epidemic; the 38 route is sorely missed. Other options are available (route 10), but route 38 commuter route was superb and utilized by many Metro riders (both University and Hospital workers) in my neighborhood in the Jenifer St Market area. Thank you.
 4. I am glad to see added service considered for Route 38. I live in the Lake Edge neighborhood and I am seeing a change over to younger residents who might be more likely to use the bus to get to work. I appreciate being able to get downtown without a car. Thank you.
 5. I am so pleased to see Route 38 coming back at some point where things have reopened. I've been riding the 38 route for 20 years and with the removal of route 3, my house would no longer be within easy walking distance to a bus to take me to campus. We bought our house partially based on accessibility to bus routes to campus. Thank you for listening to your riders!
 6. Support bringing back route 38!! Yes please!!
 7. I'm in favor of the reinstatement of Route 38 in the upcoming service change, but I'm urging Metro to please enact it sooner. Already the weather is miserable and commutes have become a huge burden for many during the pandemic, since the University is now operating at a much higher service model than when the pandemic first hit a year ago. Please expedite the introduction of Route 38.
 8. Delighted to see the 38 back in operation. This route serves many who work downtown, UW-Madison and UW Health Hospital. Sincere thanks for being inclusive of the stops along buckeye.

Route 27

Con:

1. Please do not cancel route 27. Increasing the 2 is not a good solution for those of us working downtown - capitol area. The 27 is a great alternative.
2. I am writing to ask you to not get rid of the 27 bus route. Not everyone who takes the bus to the campus area wants to go to University Avenue. I have a vision problem and can't drive. I depend on the 27 bus to take me to my work at the Environment, Health and Safety Building on East Campus Mall near Regent Street, before 6:30 in the morning. There is no way that I want to have to walk from University Avenue 3 blocks down East Campus Mall street, through a dark viaduct with a slanted paved floor, to my workplace in the dark on winter mornings. The 2 bus is congested enough. That is why we need the 27 bus. The 27 bus allows me to get off the bus on Regent Street near Panera Bread Company and walk about 1 block on a horizontal sidewalk, to my work. The 27 bus allows me to quickly get to my work place without having to deal with the overly congested 2 bus which is very packed full of people. Right now when we are needing to physically distance, it is important to keep this route to allow people an alternative to the overly crowded 2 busses. Making the 2 bus run more often is not going to make it any less crowded or make it go in a route that will help those of us who work in the Regent Street area. I implore you to keep the 27 bus route as it is.

Route 28

Con:

1. Any suspension of route 27 MUST include re-starting route 28. Route 2 DOES NOT service the UW campus just because it goes down University Avenue. That leaves NO OPTION for people to get from the North and East side to the UW campus. I have been struggling since route 28 was suspended, I now have to take a long walk from the end of route 27 to my place of employment of the west end of campus. With route 27 being cancelled, the walk would be insurmountable. Please bring route 28 back!!!!!!
2. Caller said there needs to be an extra 2 bus running to and from UW Hospital. Because the 28 is no longer running, this bus is extremely packed. Buses will be passing up passengers because the 20 passenger limit has been met. Is there any way to have a bus follow during the high



ridership times. Caller would like someone to contact her regarding this. The people that ride that bus rely on it because of the high parking fee or no parking available at UW Hospital. Please add a follower to 3 or 4 of the routes and see if that helps. Yesterday 18 people got on an empty bus before leaving the NTP. Over 20 people by the time they get to the square during peaktimes. Returning from the UW Hospital to the NTP at 3:40, there were 15 people just from the hospital to NTP.

3. I am a commuter to/from the North Transfer point and downtown. I used to catch either the 2 or 28 around 4pm after work. With the current routes running, the 2 is the only option at that time. This week it appears that a number of UW employees have been called back to work and the bus is at capacity by the time it reaches the square. As you are probably aware, there isn't another 2 bus for a full 30 minutes. I'd like to petition for you to either reinstate the 28 route for this post work time, or alternatively run an extra 2 bus. Please let me know if there will be any consideration of additional buses in the near future.

Routes 8, 12, 15, 70 & 72 – Move from State St. to W. Washington

Pro:

1. Route #15 change to West Washington -- when we eventually go back to commuting, I'll be taking the #15 twice a day. I'll miss the State Street scenery and seeing how it changes every day, but am looking forward to becoming equally interested in West Washington. I figure you're mostly going to get complaints, so a "fine with me!" might be a nice break. :-)
Thank you for repeatedly tweaking the service to provide the best service you can. I'm an old person and it's probably good for me to get off autopilot once in a while!