



## Feedback Totals by Route

*All Feedback received between November 2020 – February 5 at 10:00am*

	Pro	Con	Mixed
Route 2	5	0	2
Route 10	0	22	3
Route 38	21	0	0
Route 27	0	5	0
Route 28	0	6	0
Service Moved from State St. to W. Washington	1	2	0
Other suggestions: 12 comments on routes not in service			
<b>Total</b>	<b>27</b>	<b>32</b>	<b>5</b>

## NEW FEEDBACK RECEIVED

*Feedback received from February 5 – February 10 at 10:00am*

### Route 2 (Increase frequency)

#### Pro:

1. It would be great if the frequency of the #2 bus could be increased to every 15 minutes. I'm ready to take the bus again but the infrequency makes it harder.
2. Would like to see the 11:30pm service on the #2-#50 from UW Hospital return as soon as possible.
3. I support the increased frequency of the 2 bus route.
4. Really like the idea of increased route 2 service and adding route 38. These changes seem to particularly focus on the underserved west side. My commute has changed from the 58 to the 50 and 2 and both can be crowded or have maskless/eating riders so more buses would probably help with COVID safety too. More frequent stops by the 2 is also incredible convenient, right now from the hospital the 10 comes only 4 minutes before the 2 so there aren't many



options besides wait a half hour in a high risk environment (or freeze outside)

5. I think it would be great to have the bus for route 2 every 15mins instead of every 30mins. I take the bus M-F from West Transfer Point to UW Hospital.

### Mixed:

1. This is for the public hearing this week: I think the idea to run the #2 bus every 15 minutes is a good one. However, it does no good if you don't also increase the run time of the neighborhood feeder buses like the #21 and the #22 on the north side (and their equivalent on the west side). It sounds nice to have faster options to get to the north transfer point, but what then? From all appearances, most people who ride the bus do not live near the north transfer point and must catch the #20, #21 or #22 to get to their final destination. If you do not increase the frequency of the neighborhood loops, all you are doing is forcing folks to wait for even longer stretches of time at the transfer points. I can tell you that in cold weather, it's already like torture to wait the 10 or so minutes we have to wait currently. It would also be wonderful if buses ran earlier in the morning. Many bus riders are not 9-5 folks and are more 6-2 or 6:30-2:30 folks -- often the hours for lower income jobs like housekeepers.
2. I agree that the #2 bus could use more frequent service but suspending the other bus routes would cause the #2 to have more riders and make it even harder so socially distance

## Route 10

### Mixed:

1. We still need public transit from east side of UW Madison campus (lake at university/lake at Johnson/lake at state) to west side (campus at Babcock/ Randall at engr) so more buses tuning on university throughout UW Madison is always helpful. While don't mind removing 10, please at least ensure there are the same amount of bus tuning between west and east campus and if possible more frequent during day time (10-2pm)
2. I was a daily rider of Rt. 10 when I was able to work on campus; I will be a daily bus commuter again once on-campus work resumes. I know of at least 5 other people in my neighborhood that are also in that category; I assume we are not the only ones. Removing both Rt 10 and Rt 27 will increase my walk to a usable bus stop from 2 blocks to a minimum of 5. I will almost certainly continue to buy a yearly bus pass and utilize the bus, as I am relatively healthy, financially stable, and completely mobile. I know this is not true of everyone. There may also be a day when it is not true of me because of aging or accident, and that could change my calculation. In addition, removing service to downtown and campus for some neighborhoods will make those neighborhoods less disposed to support funding for buses. Many people who utilize bus service live in these neighborhoods and work either downtown or on campus. As a strong supporter of the Madison Metro, I would like for them to continue to have a stake in our city's public transit.



3. I wish to express my concern for the elimination of routes 10 and 27 for the public meeting on Wednesday, February 10. I live in the Eken Park neighborhood, and one of the draws for living in this neighborhood was the number of buses that serve this area and travel different parts of the city. These are routes that, pre-Covid, were always packed at peak commuting times. I definitely understand that there has been increasing pressure placed on our bus system due to lack of ridership during Covid, but I ask that the routes not be eliminated completely. If anything, might we keep these routes for select commuting times? I urge more study on this matter.

### Con:

1. I use the 10 to get to work at UW Hospital. I have shifts that start at 10 am and 1:30 pm that the 38 route would not be running for. Don't suspend it.
2. I do not want route 10 to be suspended, even if route 2 increases in service. The 10 is personally more convenient for my commute, but more importantly than that, the 2 has already been over-crowded (taking on far more riders than is safe during a pandemic) on the occasion that I have taken it as a substitute. I believe this problem will only get worse if the 2's route frequency is doubled only to compensate for two other suspended routes.
3. I was dismayed to hear that Route 10 may be eliminated. I am a senior citizen (70 years of age) and rely on Route 10 to take me to UW classes as a Senior Guest Auditor. It is great as it is now as it delivers me to various parts of the campus to take classes. The bus seems to pick up many students on its route and serves a needed purpose. I would have to drive and park and walk a greater distance in wintry slippery weather if there were no bus. Please consider keeping this route.
4. Please do not remove service of bus line #10!!! It is the bus that I rely on every day to get to work. The #2 also services my area but every experience I have had on the #2 bus has been negative and I avoid taking it. The #2 bus is always crowded and more often has passengers and bus drivers who are not wearing masks properly. The #2 bus also doubles my time that I have to spend on the bus which adds to the health risk. The bus limit of 20 people is way too many. I have been on the bus with 10 people before and it is extremely uncomfortable. With even ten people on the bus there is not enough room to even be 3 feet away from other passengers, let alone 6 feet away. Since the #2 bus is already very busy and crowded, especially at the most popular after-work hours, having both the # 10 bus and the #27 bus passengers added to the #2 route will make it extremely crowded and unsafe. Also, since the #10 bus services many folks who work on campus and work off-campus, this will make transport riskier for folks like me, who already put themselves at risk being face-to-face with students all day. Please do not remove the #10 bus service!!!
5. I take the 10 bus M-F. If you cancel that route there is no way for me to get home from campus. I get off at E. Johnson and 3rd Street. The only bus that goes by there is the 5 and that doesn't go through campus and I would have to wait almost an hour by the time I got up

to the Square to catch it.

6. Really hoping you don't suspend the 10's service, especially in the morning this route is used a LOT by health care workers and if you suspend it, we will all have to pack onto the 2 and regardless of doing more routes, I still feel like it will be VERY busy. I do however, like the idea of increasing the frequency of the 2 to every 15 minutes. I use to take the 14 to work, but now have had to rely on alternative routes + driving to these routes in order to get to work.
7. I used to take the route 10 bus from my apartment at 902 Jennifer Street to work at UW hospital at 6:25am but it doesn't come at that time anymore. It comes at 6:05, but I already work 12-hour days on my feet so it's too difficult to wake up a half an hour earlier to take the bus when I specifically rented this apartment because of its convenient bus route to work.
8. Thank you for reviewing the bus lines. Unfortunately, the proposed plan removes line connection between old university and basset/broom st. areas with the suspension of route 10. For engineering faculty, students, and staff, this inconvenience is substantial.
9. Additionally, 30min intervals are also inconvenient. I would ask that if the 10 is removed, please consider the 38 in 15min intervals to compensate for the inconvenience of the route change.
10. Changes to the 10/27 routes. Hi all, when I was looking at the changes, I assumed that the 2 would be covering my neighborhood now, but it appears that we have no coverage. Again, I assumed that this was during Covid, but it seems like this is a long term thing. Am I wrong? Are you leaving 1st through North with no bus, but the 5 or 6 and at least one to get to UW Hospital?
11. Hello, I am very disappointed to see the proposed removal of route 10. I depend on this bus twice a day to take me to and from work. I am pleased to see that the 38 will compensate for this loss; however, the proposed route will add a minimum of a 10 minute walk. I would like to suggest that the 38 follow the 10 route on Williamson St between Baldwin and Atwood instead of going on Spaight St, Rudledge St and Oakridge St. I believe there is a higher density of riders that need to be picked up closer to Williamson and Eastwood than there are riders needing to be picked up in the Spaight/Rudledge/Oakridge area. Thank you kindly for taking this request into consideration.
12. just wanted to put in plug to keep route 10; I prefer the shorter commute time this route provides.
13. Rte 10 shouldn't be eliminated until the COVID bus capacity limits are removed. Otherwise the increased frequencies on rte 2 won't matter because I won't be able to board them certain times of the day anyways - they'll already be at max COVID capacity because of the extra rte 10 riders.



14. I strongly oppose the suspension of service for routes 10 and 27. The proposed alternative routes add significant walk times to the neighborhoods of Emerson East, Eken Park, and SASY, especially to the UW Hospital areas, as well as increasing ride times and the number of stops and transfers. A pandemic is not the time we should be eliminating services, increasing ride times, or the number of stops and transfers to reach health care!

## Route 38

### Pro:

1. Thank you for looking into restoring Route 38!! :) I live in Monona right by a Route 38 stop and work at UW-Madison across from UW Health. I will be starting pharmacy school at UW in the fall and having a convenient bus route would be one less stress!
2. Service to the Bassett neighborhood significantly reduced. The absence of the 38 bus is particularly frustrating, but the absence of route 1 and 19 in the afternoons and evenings has made cold weather commuting a misery.
3. Please restore route 38. This route was HEAVILY used by eastside commuters, resulting in standing-room only as commuters left campus/downtown in the late afternoon. The removal of both route 3 and route 38 left Walter-Atwood residents without easily accessible service to downtown/campus areas. Restoration of at least one of these routes would be especially helpful during inclement weather to those that have mobility issues. Thanks!
4. Route 38 was a great route. I was able to take it to and from work (at UW Hospital) M-F without transferring. I usually opt to take the bus because it's more eco-friendly than driving my car every day. Since the 38 was eliminated, I've had to drive my gas-powered vehicle everyday. I miss riding the bus and drinking my coffee while reading the news in the mornings.
5. I need bus 38 to go to work at UW-Hospital and I am glad that bus 38 is coming back. I am not sure whether there will be a bus stop at the corner of Cottage Grove and Monona Drive.
6. The suspension of the 38 bus route has affected health care professionals that rely on that bus to get to UW Health Main Hospital during the pandemic. The 38 was main transport for getting to the hospital, and I don't have a reasonable metro alternative for my 7am shifts. Also a problem, is the reduced service in the evening, as I am unable to get home with the 37/38 after my shift ends at 1930. For a route that serves UW Hospital, it does meet the needs of 12 hour shift workers who start at 7am and end at 7:30pm
7. The bus I used to ride home from work to walter and atwood no longer exists. It would take me three!! buses and two transfer stations for over 1 hour to get home from UW hospital at the end of my 12 hour shift. Basically, the bus system is useless to me now and I have to ride



the monona transit bus and bike or get rides home. I would love to see more direct service from downtown restored to the Eastmorland neighborhood.

8. I am happy with all of the proposed changes to route 38. It will be good to have that line back as I will be commuting to campus fall 2021 and I live on this bus line.
9. I am missing Route 38 from Turner Ave to UW Hospital where I work day shift 4-5 days per week. I had to bike to work in the warmer weather and use the Monona express bus instead.
10. I am very much in favor of restoring service for route 38. Thank you.
11. I wanted to voice my strong support of the return of Route 38. We moved to the Lake Edge neighborhood last summer partially because of the proximity to route 38 which goes directly to campus where I work. I was extremely disappointed when the route was shut down as I've been having to drive to work instead, a much less fuel and cost efficient method of commuting. There are no other bus transit options for me that don't involve 2 or more busses and over an hour of commute time. The cost of gas and exorbitant parking fees on campus are a strain on my budget and I desperately need a better way to get to work. I'm very strongly in support of the return of route 38 and I know many others who are as well.
12. Madison Metro's COVID-19 service changes have created a huge obstacle for those who depend on reliable bus transportation throughout the city. While fewer people may be venturing out of the house due to the pandemic, there is significant overlap between those who depend on bus transit and those who are "essential workers." These workers are not granted the luxury of staying home, yet now face more hurdles when it comes to accessing basic transportation. I am a nurse at UW Hospital. Prior to the pandemic, I was able to take the #38 bus from Atwood & Evergreen (which is adjacent to my apartment) directly to the hospital entrance. On the way home, I took the #2 from UW, had a quick transfer downtown, and then caught the #3 right back to my block. It was an efficient and affordable way to commute to work. Since the pandemic, my commute has at least doubled in length due to the cancellation of the #3 and #38 services. Because of service changes, I now have a ten minute walk to catch the #10 at Winnebago & Linden in the morning. While this is frustrating, it is manageable. However, the commute home has become prohibitively long. While my shift typically ends at 7:30PM, I must wait 17 minutes for the #2 to arrive at UW. Of note, because so few routes are offered, the #2 is usually quite crowded at that time, presenting an issue of public health. Then, rather than a brief transfer, there is additional 18 minute wait to transfer to the #7 route. I typically don't arrive home for more than an hour after my shift ends despite only being 5.3 miles from origin to destination. I ask Metro Transit to reconsider their suspended routes. It is immensely frustrating to see that Metro invested in bus banners to thank Madison's essential workers, yet continues to erect barriers for workers getting to their essential jobs. The best "thank you" you can give is to help us get to work quickly and safely.
13. I am completely for the restoration of the 38. Since service on this route was removed, I have had to resort to driving to commute to work as the 10 route meant to replace it was far less



convenient. I know many workers and students rely solely on the 38 for their daily commute. Once temporary reduced parking expires on campus, it will be my main mean of transportation as it has been for over 8 years of living in Madison. Please restore the 38!

## Route 27

### Con:

1. Will the 27 come back on line in the fall? For the past 10 years, myself and 4 to 6 others usually take the 27 into campus but due to COVID-19 "I" was basically forced into purchasing a parking permit. I prefer to take the bus but the 2 doesn't really accommodate my needs?
2. Please consider removing Route 27 from suspension. I used that route daily between the North Transfer Point to my work on campus at Observatory/Easterday lane. That route was very busy at peak times in the morning and the early evening. I can't imagine taking Route 2 now, which I understand is also quite busy. Without Route 27, I will no longer use Madison Metro service as I only use it currently for work transportation.
3. I strongly oppose the suspension of service for routes 10 and 27. The proposed alternative routes add significant walk times to the neighborhoods of Emerson East, Eken Park, and SASY, especially to the UW Hospital areas, as well as increasing ride times and the number of stops and transfers. A pandemic is not the time we should be eliminating services, increasing ride times, or the number of stops and transfers to reach health care!

## Route 28

### Con:

1. Route 28 was suspended when covid started. Without this route, it makes my commute to work twice as long. If possible, it would be amazing if this route started up again!
2. I used to rely on route 28 to get to work (at UW Hospital). Route 2 works ok from my stop (north sherman and aberg), but it takes longer and doesn't come as frequently.
3. Route 28 was suspended when covid started. Without this route, it makes my commute to work twice as long. If possible, it would be amazing if this route started up again!





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

Con:

1. Making me transfer off of rte 8 to another bus just to get on State Street is no good. State Street is a prime destination while w. wash is not. Its too far away to walk to compensate. Why not make room by going to University/Gorham or something closer? Which people from what neighborhoods do you not want on State Street?
2. I am very concerned about the proposed changes for Spring/Summer 2021. Because of the pandemic, huge numbers of riders are not currently using the buses, and that is the primary way they get notices of meetings and proposed changes. So I am extremely concerned that these proposed changes are being rushed through, and are bypassing the scrutiny they should be getting from the bus riding public. Especially those most dependent on bus service (the economically challenged, the elderly and the disabled) often don't have the technology to view the meeting notices online or to participate in a virtual meeting. I'm hoping I'll be able to watch the meeting on 2/10/21, unfortunately I don't have the technology to speak.

I'm particularly concerned about the routing of buses off of State Street to West Washington. Currently, when downtown businesses are struggling, it seems really cruel to route buses away from them. At the very least you should wait until at least six months after the end of the pandemic so you can make changes based on the post pandemic needs of your riders.

There is a lot of talk of how the buses ruin the charm of State Street and the Capitol Square. But yet, they provide safe transit for lots of the customers and workers of the businesses and events located there. You want to route buses away from a street crammed with opportunities to drink, thus limiting alternate transportation options. Huge numbers of patrons of the Overture Center use the buses to get to events. If you force them to have to make additional transfers or walk many blocks, the time and safety concerns become too burdensome. You will also lose opportunities to entice new riders because out of sight, out of mind.

In part I'm sure you are trying to solve traffic problems, but by making bus routes inconvenient for accessing downtown events you will push more people back into individual vehicles.

The proposed changes to routes 70 and 8 hit riders from Middleton particularly hard as we lose safe access to State Street after dark. On weekends it is most efficient to transfer between routes 78 and 8 to get downtown, which also helps to reduce demand on the frequently over packed route 2. State Street is one of the safest places to wait for a bus after dark, there is lots of foot traffic which helps prevent someone waiting for a bus from becoming an easy victim. Also if a situation looks like it is getting out of hand, there are open businesses steps away to flee to.

After a year of staying at home, with vaccination on the horizon, it is devastating to learn that isolation may continue because of reduced bus access. It is really short sighted, but if you are determined to remove buses from State Street, at least you should have them cross State Street with a stop where they cross.



## Other Suggestions:

### Route 14 (Currently not in service)

1. Is there any possibility of Route 14 coming back into service in the near future? What are the plans for 2021 with this route?
2. Caller works at Cuna Mutual at 5710 Mineral Point Rd. The route 14 used to run but is now cancelled. He now takes the 67 to the WTP and he is unable to make transfers at the WTP. The driver has been late for 2 consecutive days so he misses his bus. The route 67 driver was 6 min. late on 2/1 and 2/2. There was no snow and no traffic issues so why was he late. The driver gets to the WTP too late to connect to the route 7 that departs a min or two before the other buses. Please adjust the time for the route 7 so passengers can connect to this bus. He has to walk an extra 7 blocks if he misses his connection with the route 7. In the summer it's not a big deal but with the inclement weather this is very difficult.
3. I havent been able to take the bus to/from work because my route (route 14) is no longer in service due to covid. Is this going to stay permanently canceled?
4. I work in UwHospital and I take route 14 at 6 am to work but unfortunately, the route is suspended due to covid 19 which makes me very upset. Please can you ran the service for route 14. Thank you

### Route 15 (currently not in service)

1. no direct bus service from the university ave/ parallel roads such as Sheboygan Ave and so on and so forth to Deming Way where people have started going to work in the office. At the current state, we need to go to West Transfer Point and then change buses which take about 40 minutes instead of 15 mins usually.
2. First, a tremendous thank you to all of the Madison Metro employees for all of your hard work during this pandemic. Your commitment to our city is so appreciated! Second, I was wondering if there is any chance service on the #15 route at stop #6449 - High Point and D'onofrio might be restored in the future? I know things are very much up in the air with the pandemic so I understand if you aren't able to provide an answer right now, but I would love for it to be considered, if possible. I'm a UW employee who traditionally would board the #15 very early in the morning (while still dark outside) and the walk I have to take to get to the next closest stop on Randolph makes me feel a bit unsafe given the distance and crossing a busy intersection at Mineral Point Rd.
3. Riding to work for 16 years on route 15 and changed my hours to accommodate the loss of that first bus going down town from Junction Road. Love the bus and my bus friends! I would like to start earlier. Keep up the great work!



4. I take bus 15 from downtown to come to Excelsior Drive. The bus turns at N High Point and Old Sauk (Public Library) and it is a 14 minute walk from the bus stop to excelsior drive. The sidewalk under the over bridge is always filled with sleet making it very difficult. Also, all of the offices are located at excelsior drive. Why is there no bus operating between excelsior drive and downtown.

### Route 19 (currently not in service)

1. I would like to put in a metro user request to bring the #19 Bus route back during weekdays at some form of limited operation to possibly provide some buses on the 19 route running every 30 min or so at least during standard commute times of weekday mornings (6:00-9:00am) and evenings (4-7pm)

### Route 52 (increase service times)

1. Please give route 52 in Fitchburg more times that it comes around. Especially during peak time through 4:30 PM - 6:30 PM. It's very inconvenient to have to wait an hour for the bus or wait 30 minutes at a bus station in the cold for the bus to come. This is for the public hearing and also a general request.

### Routes 56/57 (currently not in service)

1. I would like to request that the 56 or the 57 run at least on a limited time. This is normally an AM/PM route Monday through Friday. The bus riders on those routes have not an option for some time. People that have to use these routes from the Manchester Park and Chavez area have no option but to walk to the Target to get to the transfer point.
2. Please reinstate the route 57 bus service. I live in an area that is under-served by the bus system. It is hard to get to work in downtown Madison without this bus service. The 57 route used to provide twice hourly service during the commuting times.
3. Please reinstate Route 57. Prior to the suspension of Route 57, I used to ride the Route 57 to work on the capitol square. I walked 10 minutes to the bus stop near my neighborhood and did not need to transfer buses anywhere to get to my work building on the capitol square. Without the Route 57, I will now need to walk considerably further to get to a bus stop to get to work. Additionally, without the Route 57, I would need to transfer buses at the WTP. If my bus is late, and I miss my transfer at the WTP, I would not get to work on time. Also, if my bus was late on the way home, I would miss my transfer at the WTP, and I would need to wait for 1 hour to catch the next transfer bus to get home. Without the Route 57, my bus choices are very limited and do not run frequently.

**End of new feedback**

*(End of Feedback received from February 5 – February 10 at 10:00am)*



**\*PORTION OF FEEDBACK ALREADY SENT TO TC ON 2/5/21**

## Public Hearing Comments

*Feedback received from November 2020 – February 5*

### 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!
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.

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 highridership 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.



metro transit

**Metro Transit**

P: (608) 266.4466

E: [mymetrobus@cityofmadison.com](mailto:mymetrobus@cityofmadison.com)

W: [mymetrobus.com](http://mymetrobus.com)

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## **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!