

**DEPARTMENT OF PUBLIC WORKS AND TRANSPORTATION**  
**Metro Transit (Transit Utility)**  
**1245 East Washington Avenue, Suite 201**  
**Madison, WI 53703**  
**266-4904**

FAX: 267-8778  
TTY/Textnet: (866) 704-2316

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[www.cityofmadison.com/metro](http://www.cityofmadison.com/metro)

**Mission, Goals and Objectives**

It is the mission of Metro Transit, through the efforts of dedicated, well-trained employees, to provide safe, reliable, convenient, and efficient public transportation to the citizens and visitors of the Metro service area.

Metro Transit is responsible for the operation, planning, development, and coordination of the various elements of public transit for the Madison urban area. These responsibilities include both regular and paratransit service.

<u>Chuck Kamp, Metro Transit General Manager</u>	<u>266-4904</u>
<u>Ann Schroeder, Administrative Services Coordinator</u>	<u>267-4967</u>
<u>Ann Gullickson, Transit Service Manager</u>	<u>266-4904</u>
<u>Dick Buss, Transit Operations Manager</u>	<u>266-6594</u>
<u>Jim Drengson, Transit Maintenance Manager</u>	<u>266-4739</u>
<u>Crystal Martin, Paratransit Program Manager</u>	<u>267-8654</u>
<u>Jim Fink, Transit Building and Grounds Foreman</u>	<u>267-4951</u>
<u>Vacant, Transit Planning and Scheduling Manager</u>	<u>266-6545</u>
<u>Colin Conn, Transit Schedule Planner</u>	<u>267-8764</u>
<u>Tim Sobota, Transit Planner 2</u>	<u>261-4289</u>
<u>Drew Beck, Transit Planner 2</u>	<u>266-6599</u>
<u>Mick Rusch, Transit Marketing &amp; Customer Service Manager</u>	<u>266-6532</u>
<u>Jennifer Bacon, Transit Marketing Specialist</u>	<u>266-4903</u>
<u>Scott Mau, Transit Customer Service Supervisor</u>	<u>261-9616</u>

Wayne Block, Transit Finance Manager	267-8766
Karen Meudt, Transit Accountant 3	267-8772
Scott Korth, Transit Finance Supervisor	266-6538
Dave Eveland, Transit Information Services Manager	267-8757

## Contacts

<b>Topic</b>	<b>Contact</b>
Accessible Information Request	266-4466 / (866) 704-2316 (TTY/Textnet)
Accounts Payable/Receivable	266-4717
Administration, Management and Supervision	249-6405
Advertising on Buses	271-7900
Affirmative Action Designee	266-8751
Budget Information	267-8766
Building & Grounds Maintenance	267-4951
Bus Shelter Maintenance	267-4951
Bus Stop and Shelter Requests	261-4289
Customer Feedback: General	266-4466
Customer Feedback: Supplementary School Service	266-4466
Customer Service Center	266-4466 / (866) 704-2316 (TTY/Textnet)
Daytripper Program for School Groups	266-4466
Detours for Construction and Special Events	266-6599
Elderly/Disabled Reduced Fares	266-4904
Elderly/Disabled Service	267-8654
<b>Emergency Contact (5 PM - 7 AM) Dispatcher/Supervisor on Duty</b>	<b>267-8760/61</b>
Financial Analysis and Related Reports	267-8766
Grants Administration	267-8772
Information (Customer Service Center)	266-4466
Labor Agreement	267-8780
Land Use, Transit Review	261-4289
Lost and Found	266-6524
Maintenance of Buses and Support Equipment	266-4739
Marketing Program, Promotions, Public Relations	266-6532
NTD Data (FTA Section 15)	266-6599
Paratransit Customer Information	266-4466 / (866) 704-2316 (TTY/Textnet)
Parts Inventory, Shipping, Receiving	267-8790
Payroll	267-8770
Personnel	266-8751
Planning	266-6545
Purchasing	267-8768
Route and Schedule Planning, Coordination and Monitoring	266-6545
Safety Programs	267-8780
School Routes and Schedules, Complaints	266-4466

<b>Topic</b>	<b>Contact</b>
Supervisor - Bus Drivers	266-6594
Supervisor - Customer Service	261-9616
Supervisor - Maintenance	266-4739
Ticket/Pass Sales	266-4717
Training Administration	267-8780
Transfer Point Maintenance	267-4951
Transit and Parking Commission - Agenda/Minutes and Meeting Schedule	266-4761
Worker's Compensation (transit employees)	266-8751