

**DEPARTMENT OF TRANSPORTATION
Metro Transit (Transit Utility)
1245 East Washington Avenue, Suite 201
Madison, WI 53703
(608) 266-4904**

FAX: (608) 267-8778

mymetrobus@cityofmadison.com
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.

Justin Stuehrenberg, Metro Transit General Manager (608) 266-4904

Ann Schroeder, Assistant to the General Manager (608) 267-4967

Crystal Martin, Deputy Transit General Manager (608) 266-4904

Chris Mikkelson, Transit Operations Manager (608) 266-6594

Erica Ehlert, Transit Maintenance Manager (608) 266-8801

Nancy Senn, Paratransit Program Manager (608) 267-8654

Jim Fink, Maintenance General Supervisor - Building & Grounds (608) 267-4951

Sean Hedgpeth, Transit Planning and Scheduling Manager (608) 266-6599

Poorna Shivakumar, Transit Planner 2 (608) 267-8764

Tim Sobota, Transit Planner 3 (608) 261-4289

Julian Carrow, Schedule Planner (608) 261-9633

Mick Rusch, Transit Marketing & Customer Service Manager (608) 266-6532

Jessy Stammer, Marketing General Supervisor (608) 266-6545

Jennifer Schiller, Transit Finance Manager	(608) 267-8766
Jeff Daniels, Transit Accountant 4	(608) 267-8788
Scott Korth, Transit Accountant 3	(608) 266-6538
Ashish Bansal, Transit Information Systems Coordinator	(608) 267-8757

Contacts

Topic	Contact
Accessible Information Request	(608) 266-4466 / 711 WI Relay
Accounts Payable	(608) 266-4717
Accounts Receivable	(608) 267-8770
Advertising on Buses	(608) 267-8771
Affirmative Action Designee	(608) 267-8780
Budget Information	(608) 267-8766
Building & Grounds Maintenance	(608) 267-4951
Bus Shelter Maintenance	(608) 267-4951
Bus Stop and Shelter Requests	(608) 261-4289
Customer Feedback: General	(608) 266-4466
Customer Feedback: Paratransit Service	(608) 266-4926
Customer Feedback: Supplementary School Service	(608) 266-4466
Customer Service Center	(608) 266-4466 / 711 WI Relay
Daytripper Program for School Groups	(608) 266-4466
Detours for Construction and Special Events	(608) 261-9633
Elderly/Disabled Reduced Fares	(608) 266-4904
Elderly/Disabled Service	(608) 267-8654
Financial Analysis and Related Reports	(608) 267-8766
Grants Administration	(608) 266-6538
Information (Customer Service Center)	(608) 266-4466
Labor Agreement	(608) 267-8780
Land Use, Transit Review	(608) 261-4289
Lost and Found	(608) 266-6524
Maintenance of Buses and Support Equipment	(608) 266-4739
Marketing Program, Promotions, Public Relations	(608) 266-6532
NTD Data (FTA Section 15)	(608) 266-6599
Paratransit Customer Information	(608) 266-4466 / 711 WI Relay
Parts Inventory, Shipping, Receiving	(608) 267-8790
Payroll	(608) 267-8772
Personnel	(608) 266-8751
Planning	(608) 266-6599
Purchasing	(608) 266-4717
Route and Schedule Planning, Coordination and Monitoring	(608) 266-6599
Safety Programs	(608) 267-8780
School Routes and Schedules, Complaints	(608) 266-4466
Supervisor - Bus Drivers	(608) 266-6594
Supervisor - Customer Service	(608) 261-9616

Topic	Contact
Supervisor - Maintenance	(608) 266-4739
Ticket/Pass Sales	(608) 267-8770
Transfer Point Maintenance	(608) 267-4951
Transportation Commission - Agenda/Minutes and Meeting Schedule	(608) 267-8751
Worker's Compensation (transit employees)	(608) 266-8751