

APPENDIX E

Public Participation

2021 Public Participation Plan¹

SECTION 1- INTRODUCTION AND BACKGROUND

Federal Public Participation Requirements²

The Fixing America's Surface Transportation Act (FAST Act), the federal surface transportation funding and authorization bill, was signed into law in 2016 and extended for one year in 2020 and continued to support previous federal public participation guidelines. The Bipartisan Infrastructure Law (BIL, alternately known as the Infrastructure Investment and Jobs Act (IIJA)) continued FAST Act public participation guidelines and encourages MPOs to use social media and web-based tools to foster and enable public engagement. MPOs are required to develop a Public Participation Plan (PPP) that identifies reasonable opportunities for the public and all interested stakeholders to be involved in and comment on the contents of the long-range Regional Transportation Plan (RTP) and Transportation Improvement Program (TIP). In addition to the RTP and TIP, the Public Participation Plan also outlines public participation requirements and outreach methods for all of the MPO's core planning processes.

The BIL requires that MPOs identify a broad and inclusive list of stakeholders that must be provided the opportunity to comment and be involved in the planning process. These stakeholders, including the general public, affected government agencies, transportation disadvantaged populations, providers of transportation and more are listed in Section 3 of the Greater Madison MPO's PPP. MPO's are also required to coordinate with the statewide transportation planning public participation and consultation processes. Additionally, the BIL requires that MPOs conduct public meetings at convenient and accessible locations at convenient times, use visualizations such as maps and charts to help describe plans, and make public information available in electronically accessible formats. More policies and

methods for engaging with the public can be found in Section 4 of the MPO's PPP.

SECTION 2 - PUBLIC INVOLVEMENT GOALS

To help achieve broader public understanding and consensus on transportation plans, programs, and projects, the following major goals have been identified for the public participation efforts of the MPO.

INFORM- Provide timely, objective information to keep the public informed about Greater Madison MPO's ongoing transportation planning and project programming processes throughout the region.

INVOLVE- Create inclusive opportunities for the public to provide comments and feedback for consideration at key decision-making points in the transportation planning and programming process, with an emphasis on actively seeking out input from traditionally underserved populations.

COMPREHEND- Broaden the mutual understanding of priorities and concerns of all involved and impacted by the MPO's transportation planning and programming activities.

ENGAGE- Collaborate with local communities and other stakeholders in an interactive process to develop a transportation system reflective of the values of the region.

IMPROVE- Continuously seek ways to improve information, involvement, and engagement through annual evaluation of the public participation process.

SECTION 3 - IDENTIFICATION OF STAKEHOLDERS

The MPO considers all who live, work, or travel through Dane County as stakeholders potentially effected by transportation planning decisions in Dane County. The following are stakeholder groups that are important

1 https://www.greatermadisonmpo.org/planning/documents/PPP2021_forWeb.pdf

2 The FAST Act was replaced by the BIL/IIJA on November 15, 2021; the public participation requirements of the FAST Act were not modified other than allowing the use of social media and other web-based tools to encourage public participation. <https://www.transit.dot.gov/sites/fta.dot.gov/files/2021-12/Fact-Sheet-Metro-and-Statewide-Planning.pdf>

participants in the transportation planning and programming process. See Appendix B of the MPO's PPP for a listing of organizations representing one or more of the following stakeholder groups that are included in the MPO contact list.

General Public

All residents and employees of the MPO Planning Area utilize and are affected by the region's transportation system on a daily basis. Persons representing special interest groups often tend to make up a large percentage of those participating in public involvement activities. It is helpful to involve as many members of the general public as possible to get a broader perspective of the "average citizen."

Minority and Low-Income Populations

According to 2021 American Community Survey (ACS) five year estimates, the minority population within the MPO Planning Area is around 23% of the total population, while around 10.3% of households in Dane County are classified as living in poverty, and 4% of households are autoless. Low-income riders make up a significant portion of transit riders in the Metro system. In the 2018 Metro On-Board Survey, 59.7% of riders reported making less than \$74,999/year, and 42.4% reported making less than \$49,999/year.

Minority and low-income populations are protected population groups under Title VI of the 1964 Civil Rights Act (42 U.S.C. 2000d-1), the President's Executive Order 12898, issued in 1994, entitled "Federal Actions to Address Environmental Justice (EJ) in Minority Populations and Low-Income Populations", and a subsequent U.S. Department of Transportation order. Title VI prohibits discrimination on the basis of race or national origin under any program or activity receiving Federal financial assistance. The EJ Order further amplified Title VI and added low-income populations to the protected list. The MPO maintains a list of organizations representing or working with racial and ethnic minorities. The MPO updated its Title VI Program/Language Assistance Plan³ and Vital Documents in November 2023.

³ https://www.greatermadisonmpo.org/about/documents/TitleVI_Plan_2023.pdf

⁴ Ibid.

⁵ Title VI Notice, Complaint Procedure, and Complaint Form.

Limited English Proficiency

According to the 2021 ACS five-year data, around 5% of the Madison urban area's population state that they speak or understand English less than "very well," and of those, over 50% speak Spanish. The MPO adopted an updated Title VI Program/Language Assistance Plan in November 2023⁴ that outlines the policies and procedures that will be used to address the needs of LEP persons. This includes provision of interpretive services upon request. The plan is available on the MPO's web site at <https://www.greatermadisonmpo.org/about/civilrights.cfm> and at its offices at 100 State Street, #400, Madison, Wisconsin 53703. Vital Documents⁵ are available in Spanish, Hmong, and Chinese.

Title VI of the 1964 Civil Rights Act and Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency", requires any agency that receives federal funds to establish a means of including Limited English Proficiency (LEP) persons in the agency's decision-making processes and ensuring meaningful access to the information and services the agency provides. The Department of Justice has issued guidelines to assist agencies in complying with this requirement. The steps required to ensure "meaningful access" depend upon a number of factors, including the number of LEP persons that may be impacted, the importance of the service provided, and the resources available to the agency.

Elderly, Persons with a Disability, and the Transportation Disadvantaged

U.S. Department of Transportation planning regulations require MPOs to "seek out and consider the needs of those traditionally underserved by existing transportation systems. . ." In this spirit, the MPO includes the elderly, persons with a disability, and the autoless as additional target population groups for inclusion in public involvement efforts and for transportation needs assessments. The MPO has a contact list of organizations representing the elderly and persons with disabilities as well as agency staff working with these groups. According to 5-year ACS estimates, there were 80,883 (14.4% of the total county population) people aged 65 and over in Dane County in 2022, an increase of 69%

from the 2010 population of 47,775; 31,239 (5.6% of the total population) was aged 75 and over in 2022, an increase of 33% from the 2010 population of 23,410. These populations are expected to increase substantially, with the over- 65 population doubling from 10% of the population in 2010 to 20% in 2040. The 2021 5-year ACS also estimated that almost 9% of Dane County's non-institutionalized population experienced a disability; 24% of the population 65 or older experience a disability. The 2021 five-year ACS estimates that about 4% of Dane County's population lives in a household without access to an automobile.

Transportation Providers

These stakeholders include public agencies and private companies administering or providing passenger transportation (fixed-route bus, paratransit, shared-ride taxi, intercity bus) and freight transportation (rail, truck, air) services. Representatives of these agencies and companies are included in the MPO's contact lists, which are updated continually. A notice with the listing of transit projects in the draft TIP is sent out to representatives of these agencies and private transportation providers for comment each year in accordance with federal regulations.

Local Jurisdictions and Public Agencies

The MPO transportation planning process needs to be coordinated with local, county, and state transportation planning and other planning activities affected by transportation, including land use growth, economic development, safety/security operations, and environmental protection. Thus, local, county, state, and federal officials and agency staff are important stakeholders. The BIL continues to place an emphasis on consultation and coordination with these officials and staff. Local, county, and WisDOT planners and engineers are represented on the MPO's Technical Coordinating Committee (TCC). The MPO also maintains a contact list of chief elected local officials and all city alders and village board trustees. The MPO list of public agency staff includes state and federal agencies responsible for agricultural and natural resource conservation, workforce development, public health, environmental protection, historic preservation, safety/security operations, and Indian Tribal government staff.

Private Businesses, Special Interest Groups, and Other Organizations

Special interest groups are another group of stakeholders. Representatives of these organizations are helpful to the planning process by bringing particular perspectives and extensive knowledge of their issue areas. Examples of these groups include: bicycle, pedestrian, and transit advocacy organizations; chambers of commerce; environmental organizations; League of Women Voters; and neighborhood organizations. The MPO maintains contact lists of these organizations, which are updated periodically.

Coordination With Other State and Local Planning Efforts and Public Involvement Activities

The planning efforts and public involvement activities of the MPO (including those in particular for the RTP) will be coordinated with those of WisDOT, Dane County, and local units of government in the MPO planning area. This will ensure consistency between plans, make the best use of staff resources and citizens' limited time for public involvement activities, and avoid confusion about the different plans. Most notably, the MPO worked with the Capital Area Regional Planning Commission (CARPC) to coordinate the timing of the RTP update with CARPC's update of the Regional Development Framework, which serves as an important input to the RTP. A number of communities have also recently completed or are in the process of completing their comprehensive plan updates. WisDOT completed its Connect 2050 state transportation policy plan on a similar timeline as the RTP update.

The MPO consults and coordinates with federal, state, and county agencies responsible for planning activities affected by transportation. Such coordination will be achieved through a variety of mechanisms, including:

- MPO Technical Coordinating Committee and ad hoc plan/study committees;
- MPO Board and staff participation on advisory committees for WisDOT, Dane County, and other regionally significant plans and studies (e.g., major corridor/feasibility studies);

- MPO representation⁶ on the Dane County Specialized Transportation Commission (STC);
- MPO staff assistance with public involvement activities for WisDOT, Dane County, and other regionally significant plans, studies, and projects;
- MPO staff monitoring of state, county, CARPC, and local land use/transportation planning activities and others affected by transportation; and
- Comparison of the RTP and TIPs, as they are developed, with the plans, maps, and inventories developed by state, county, CARPC, Indian Tribal, and private agencies responsible for transportation planning and activities affected by transportation (see Sections of the MPO’s PPP regarding consultation with public agencies in development of the TIP and RTP respectively).

SECTION 4 - PUBLIC INVOLVEMENT METHODS

The MPO uses a wide variety of outreach and engagement methods to reach and interact with the stakeholders identified in Section 3 of the MPO’s PPP. The various methods and tools the MPO may use to accomplish the public participation goals listed earlier are detailed below, as funding and resources permit. These methods are also summarized by plan type in Figure 2 of the MPO’s PPP, which further categorizes methods as primary or supplemental methods. Primary methods include traditional outreach and engagement methods, which are “tried and true” and often expected by stakeholders. Supplemental methods will be used to further enhance traditional engagement methods and will be used based upon need or request as time, funding, and logistics allow. The MPO seeks to balance traditional, in-person engagement and tools with innovative digital methods as well. The following listing of methods is not intended to be exhaustive, and the MPO may facilitate or participate in other public involvement opportunities that may not be known or available at this time.

Figure 2 of the MPO’s PPP, Public Engagement Methods by MPO Planning Process, lists the following engagement methods for the TDP:

Primary Methods

- MPO Website

- Email Notifications
- Advisory Committee
- Social Media
- Newsletter

Supplemental Methods

- Fact Sheets & Brochures
- Focus Groups & Workshops
- Surveys
- Presentations to Local Committees, Civic Groups, and Organizations
- Community Event Tabling & Information Booths
- Emerging Public Engagement Tools

MPO Website

The Draft Transit Development Plan was posted to the MPO website on November 26, 2024, for public review and comment.

Email Notifications

Email notifications of the availability of the draft Transit Development Plan for review and comment were sent to appropriate contacts on MPO contact lists.

Advisory Committees

This TDP update relied on three tiers of Advisory or Steering Committees.⁷ The first tier was composed of Metro, City of Madison Transportation Department, and City of Madison Department of Civil Rights staff. This “Core” review group provided guidance while draft chapters were being developed, including requesting new components, approving the removal of components that were not useful in past transit plans, and providing guidance on how the draft plan could be made most useful.

The second-tier advisory group was composed of Metro Service Partners and other major stakeholders, including staff of communities, UW-Madison Transportation Services, UW Health, Epic, MMSD, and the Ho-Chunk Nation, as well as MPO Policy Board members and a City of Madison Transportation Commission member.

⁶ The MPO Policy Board nominates a representative to fill this position, which must be approved by the Dane County Board. This representative was a member of the MPO Policy Board prior to 2019, since then MPO staff have filled this position.

⁷ Individual staff representatives of participating communities or organizations are listed in Tables 2-4 of Chapter 2.

The third-tier advisory group was composed of staff of “outer” communities that do not currently have Metro Transit service but which could pursue implementation of some type of transit service or changes to existing services within the plan horizon.

Draft chapters were reviewed in turn by each advisory group, with their feedback incorporated into the revised draft chapter that was provided to the subsequent advisory group. Although MPO staff offered to meet with any or all of these advisory groups or their members, all members preferred to review draft chapters at their own pace and to submit written comments, and aside from project kick-off and one-on-one introductory meetings with outer community staff, no meetings were held with the Service Partner or outer advisory groups.

Social Media

The MPO's Facebook page was used to share that the draft Transit Development Plan was available for public review and comment.

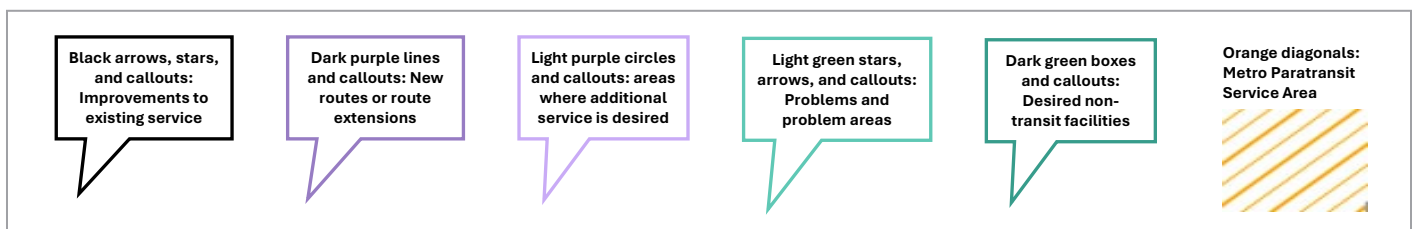
Focus Groups

To ensure that traditionally under-represented voices were considered in the development of this plan update, the MPO partnered with Community Organizations to host Focus Groups with populations of concern. These Focus Groups were hosted by the Latino Academy of Workforce Development (in Spanish), Access to Independence (American Sign Language interpreter available), Vera Court Neighborhood Center (with Spanish interpreters), the Madison Area Chinese Community Organization (in Chinese), and the Wisconsin Hmong Association (in Hmong). Although initial interest in the Disability Focus Group (Access to Independence) was so high that two separate discussions were scheduled, participant turnout was very low (one person at one meeting, none at the second) and a public survey for people with disabilities was prepared and distributed through disability rights and advocacy organizations to collect feedback from this group.

Written summaries of comments received during Focus Group meetings and through the Disability Survey are summarized in the following pages, with mappable comments displayed for each group’s comments. Base maps used in the comment summary maps show the Metro Paratransit service area in diagonal orange striping, and Metro fixed-route bus routes in various shades of blue and purple. Although not all comments fall neatly into a single category of comments, comments are generally color-coded as shown in Figure 1.

It is important to note that although the questions/discussion points for each group are provided with their responses from each group, due to the linguistic and cultural differences resulting from English-Other Language-English translations, results between groups are not directly comparable. Additionally, some questions were added or removed at the suggestion of the host organization, and due to the organic nature of focus group conversations responses may be “assigned” to a discussion prompt even if they were made during a different part of the conversation. Finally, the way that responses were collected and documented varied between groups, so the format of response summaries varies group to group as well. The Latino Academy of Workforce Development summary was provided by Academy staff who led the focus group discussion, while the Madison Area Chinese Community Organization—which lacks a physical space in which to hold a group discussion—opted to collect responses in writing from participants remotely and then translated those responses into English. The Vera Court Neighborhood Center, Access to Independence, and Disability Survey responses were collected by the primary author of this plan, while the Wisconsin Hmong Association responses were documented by other MPO staff. Due to these various combinations of discussion prompts, languages, and how and by who responses were collected, the formatting of the summaries varies from group to group and are not directly comparable to each other.

Figure 1: Comment summary category legend.



Historically, the MPO has not collected demographic data for much of its outreach efforts; however, the November 2023 Wisconsin DOT Title VI review of MPO policies and procedures found that although the MPO's policies and procedures were "commendable" in every regard but one, where it was recommended that the MPO begin to collect demographic information from meeting and outreach participants. In response to this recommendation, the MPO began using the standard City of Madison Planning Department's Demographic Survey (English and Spanish) late in 2023 and has subsequently had this survey translated into Hmong and Chinese as well. Due to the timing of this change in MPO procedure, demographic information was not collected from the Latino Academy of Workforce Development, Access to Independence, or Madison Area Chinese Community Organization Focus Groups. Demographic information about Focus Group participants and survey respondents is provided as available following response summaries.

Latino Academy of Workforce Development

October 12 and 19, 2023 (one group, two sessions):

Number of student registered: 20

Number of students who attended the first session: 14

Number of students who attended the second session: 13

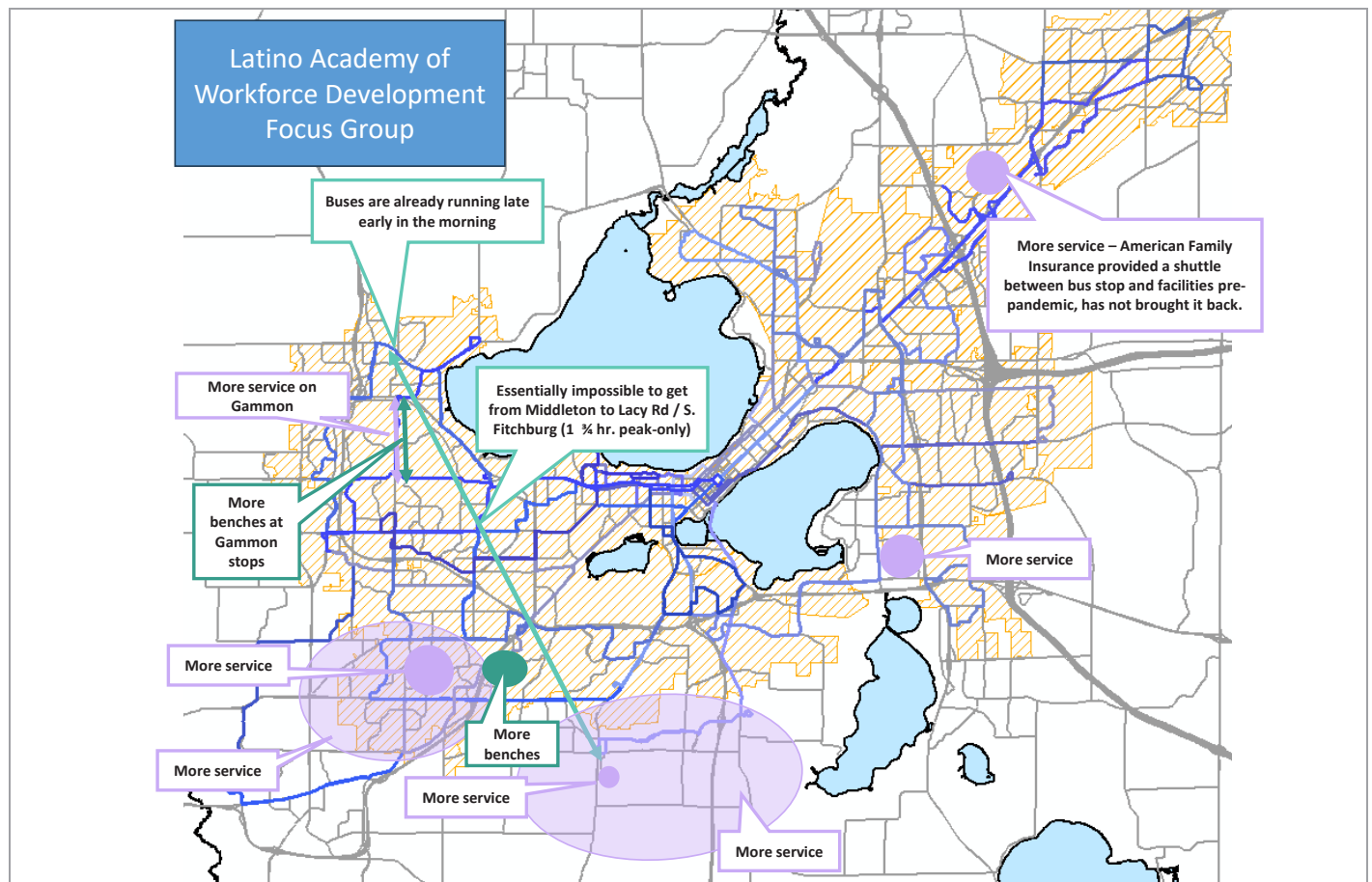
Summary of the first session:

Students were introduced to the following information/concepts:

- What's an MPO?
- Governance Structure of the Greater Madison MPO
- What is a Transit Development Plan (TDP)?
- Why Hold a Focus Group?
- Expectations of the focus group

Summary of the second session:

Students were presented with the System Map that was effective as of August 20, 2023. Students were asked the following questions



- How functional is this system for you?
- Where are more services needed?
- What other improvements are needed at stops and shelters? Where?

The main goal of the first session was to make sure students understood why they were there and for them to get general information and concepts about transit and how transit development was meant to support our community.

Here are the main topics of conversation that students brought forward during the first session:

- Students were grateful to be included in this conversation but they thought there was a lack of general information provided to the community.
- Students were definitely very excited to have the opportunity to speak about these issues in Spanish.
- Students shared about transit in their country of origin and expressed that even though it was not too safe, at least transportation was more frequent.
- There was a sense that even though their voice was going to be heard it would be a tinny voice in comparison to other stronger voices who were more present in the city of Madison.

Here are the main topics of the conversation students brought forward during the second session:

- When looking at the map, students realized that they lived far away from their workplaces.
- The majority of the students drove to work but they felt it would be very difficult for them to take the bus because they still needed to walk to get to their workplace.
- We actually had a student who was negatively affected by the new routes. She was in her 60's, did not have a car and had to take the bus every day to work. She lives in the Allied Neighborhood and everyday commutes by bus to the American Family building located in the East Side.
- Many times, students express the need for a bigger budget that would allow the city to have yet better transit.

Participants did not complete demographic surveys, but it is reasonable to assume that 100% of participants were Hispanic/Latinx.

Access to Independence

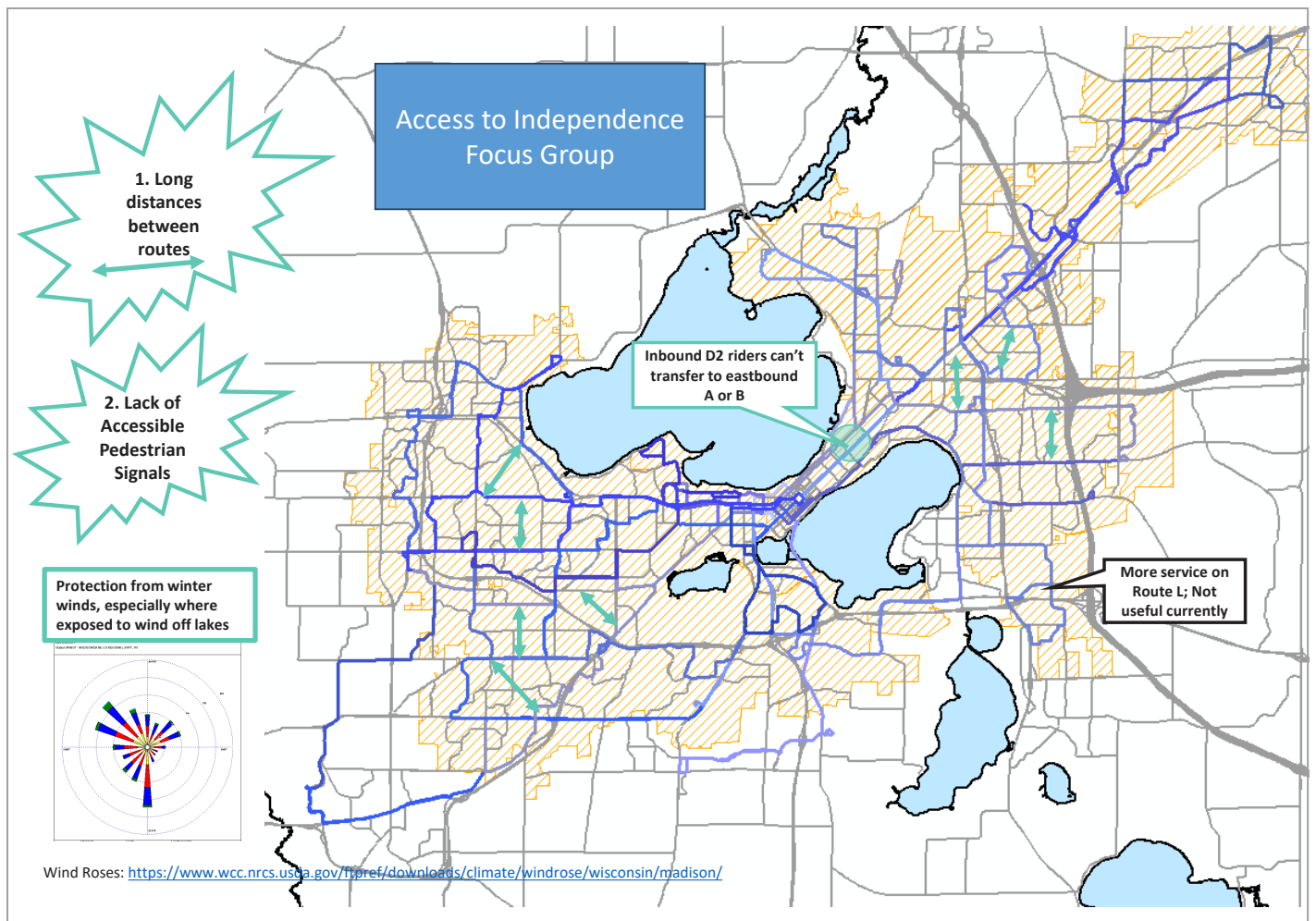
November 8 and December 6, 2023 (two separate groups): One participant November 8, three staff participants December 6

Due to extremely low turnout at these meetings (one participant at the first, none at the second so three staff members sat in and related what they hear about the transit system and related facilities from their clients), not all discussion prompts/questions received feedback. Discussion prompts/questions and related responses are documented below.

1. **Bus stop amenities such as benches, garbage cans, shelters, and even message boards showing bus arrival times are located – to some extent – based on guidelines in the TDP. (It is worth noting that shelters are built by the community in which they are located (Fitchburg, Madison, Middleton, or Sun Prairie), not by Metro. Other shelters may be paid for by an adjacent development, such as an apartment building, UW-Madison, or an employer, and these facilities are not guided by the TDP.)**

Please share how any of these amenities are not usable, or could be improved for people with disabilities.

- The stop on North Street and East Washington Ave. serves riders who are traveling westbound on the D1 bus who wish to transfer to the eastbound B bus. This is a heavily used transfer point and riders are often carrying large items with them. This stop needs to have a shelter and seating. The station planned for the middle of the road at the intersection in front of the Nexus apartments will not accommodate riders making this transfer.
- Another serious concern is that neither the Walmart on Nakoosa Trail nor the Walmart on Royal Ave. have ever provided shelters or seating for persons and their purchases who wait in front of these stores for the buses to arrive. For short periods there have been benches at the Walmart on Nakoosa Trail but these benches then disappear. More often than not there are no benches provided. Several years ago riders were forced to contact the city due to the fact that for a period lasting several weeks the Walmart on Nakoosa Trail failed to plow or treat any of the sidewalk in front of their property. This resulted in the inability to wait for the bus anywhere near the bus stop because the area was covered by a thick coating of ice and snow. A shelter and benches should be



placed at the bus stops in front of both of the above mentioned Walmart stores.

- Other comments:
- Art is great – utility box wraps, murals, etc. Partner with community organizations
- More garbage cans
- System info is never accurate when printed, so printed info is not useful
- Benches and seating are very important
- A simple wind break (vertical panel) and roof would be a huge improvement at stops, a fully enclosed shelter isn't necessary.

2. The City's proposed North-South Bus Rapid Transit route is shown on the small map, with potential station locations. This route will replace the current Route B in 2027 or 2028. Where do you think that stations should be located?

- There is very little along happening along the north end of Packers before it turns into Northport. Stations

should be available more frequently along Northport than in the section of Packers that is due south.

3. Are there street crossings that you think need to be improved so that you can reach stations safely?

- Pedestrian signal timing is too fast at Dryden & Northport, many disabled riders cross this intersection and are often stranded in the median because they cannot cross the entire road in one signal phase.

Participant Demographic information was not collected from this group due to it only having a single non-staff participant.

Vera Court Neighborhood Center

December 9, 2023: Twenty-four participants

- 1. When you introduce yourself, please tell us something you'd like us to know about you, such as where you're from, where you work, what you are passionate about, or anything else you'd like to share.**

Due to large group size and late start to discussion, we did not do a round of introductions.

2. We'd like to learn about how you use Metro transit, or other public transit options such as Stoughton or Sun Prairie Shared Ride Taxi, or Monona Express/Lift. Please tell us what works for you about public transit, and what makes it hard or impossible to use.

Due to large group size and late start to discussion, we did not discuss this prompt.

3. On the map of the new system (provided), the red, green, and dark blue lines are routes that run every 15 minutes for most of the day; medium blue lines are routes that run every 30 minutes; light blue lines are routes that run about once an hour; and, dashed light blue lines are routes that only run during the morning and afternoon "peak" periods (rush hour).

Are there areas that you think should have more frequent bus service? If so, where are they?

- Where there are mini-malls with medium-high traffic.
- The gap between Northport part and Darwin St don't connect on the bus routes and that's very difficult to go to the River Food Pantry to feed my family.

Are there areas that you don't think need as frequent of service as they have?

- Maybe less on downtown/campus (?) It is not that bad.

Please draw and write on the map you were provided to show any areas you wish had more service, later service, or any service at all.

See map with comment summary.

4. Metro's service hours generally begin between 5:30 and 6:00 AM, and end around midnight.

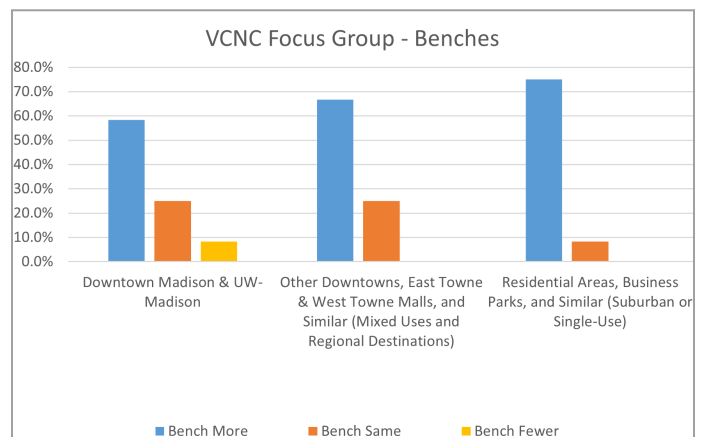
Do you or people you know have a need for transit service outside those hours? If so, when, and where would you or they be coming from and going to?

Every participant indicated that they or someone they know has not been able to take a job, has lost a job, or has had their hours reduced due to limited bus service hours. By show of hands, all participants indicated that they supported both later night and earlier morning service.

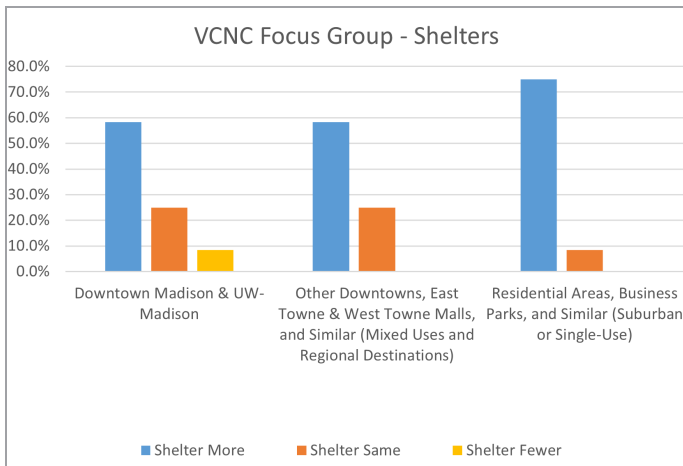
- This [service start] time is doable. That could/should go longer (1 AM).
- Not me. Various job some people have more than one job.
- 1 am or 3 am from Central Wisconsin [Center] to Sun Prairie.
- Longer bus hours or even earlier bus hours would be more helpful for me.

5. Bus stop amenities such as benches, garbage cans, shelters, and even message boards showing bus arrival times are located – to some extent – based on guidelines in the TDP. (It is worth noting that shelters are built by the community in which they are located (Fitchburg, Madison, Middleton, or Sun Prairie), not by Metro. Other shelters may be paid for by an adjacent development, such as an apartment building, UW-Madison, or an employer, and these facilities are not guided by the plan being developed.)

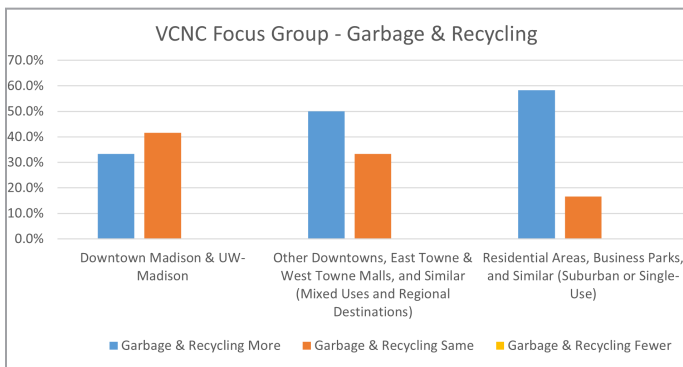
Please think about waiting for a bus at the various types of places listed below, and circle whether there should be MORE, the SAME, or LESS of each type of facility in that area than you currently experience. If there are other amenities that you think should be available at bus stops, please add them to the list and indicate where they are needed.



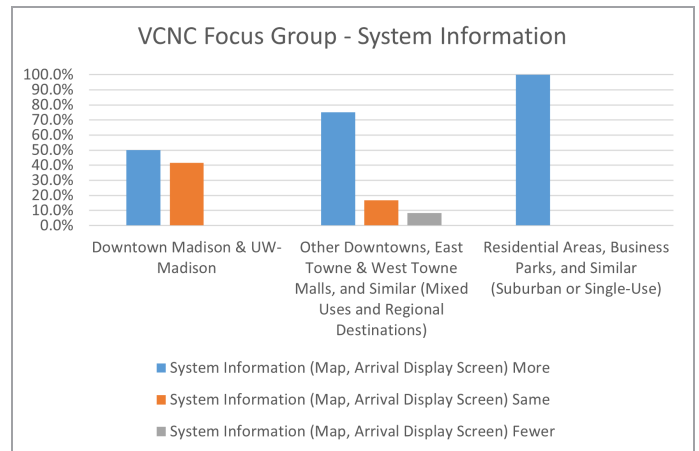
The majority of participants (58-75% depending on area) think that there should be more benches throughout the system, with the strongest support for more benches in residential areas, business parks, and similar suburban or single-use areas.



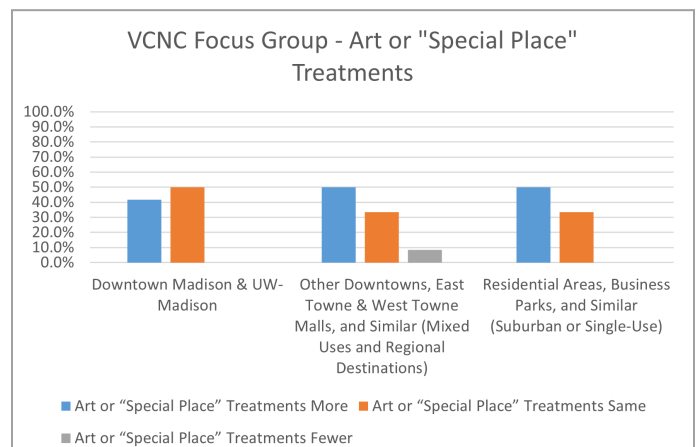
Support for more shelters is very similar to that for more benches (58–75%), with the most support for more shelters in residential areas, business parks, and similar suburban or single-use areas.



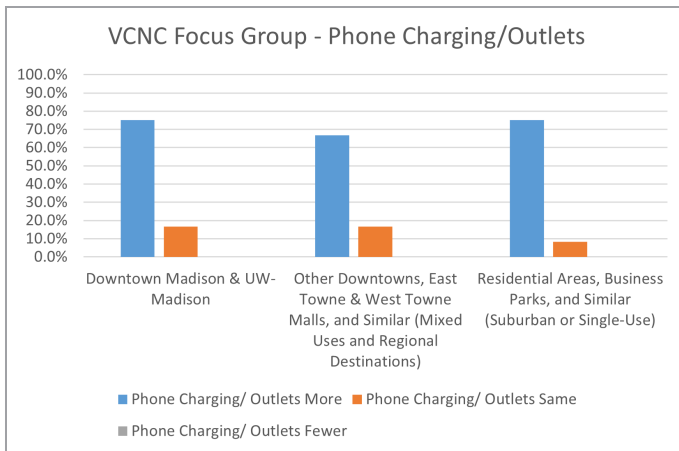
The need for garbage cans at transit stops was a topic of discussion by the group, with participants indicating that they don't think enough transit riders care about recycling to warrant placing recycling cans at stops and that garbage cans are sufficient. The group noted, however, that it is important for cans to be emptied on a regular basis, or else they become a magnet for additional litter as they overflow. As with benches and shelters, the group voiced greater support for more garbage cans in residential areas, business parks, and similar suburban or single-use areas than in other areas, with support for garbage cans significantly lower than for benches and shelters (33–58%).



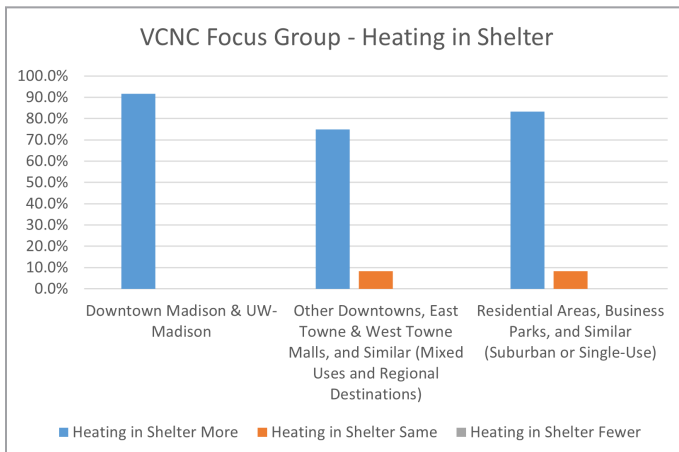
The availability of system information was topic of group discussion, including the need for information to be accessible in a variety of languages and/or in iconic format that does not depend on reading in any language. 100% of participants indicated that more system information should be available in residential areas, business parks, and similar suburban or single-use areas where transit service is typically less frequent and reliable information is therefore most important. There was also strong support (75%) for more information being available in other downtown areas, major malls, and similar mixed-use or regional destinations, while half of participants indicated that even in downtown Madison and the UW-Madison campus area more information would be helpful.



The use of public art or placemaking features in stop amenities received the lowest support of all facility types, with 50% of participants indicating support for placemaking features in other downtown areas and residential or single-use areas and 42% supporting the use of placemaking features in downtown Madison and the UW-Madison campus areas.



Having phone charging or outlets available at bus stops was even more popular with respondents than benches or shelters were, with 67% supporting this amenity in other downtown areas and regional destinations, and 75% supporting charging availability in other areas.



Heating in shelters was the most popular amenity across all geographic areas with this group, with support at 75% in other downtowns and regional destinations, 83% in residential and single-use areas, and 92% in downtown Madison.

Other amenities suggested and issues raised by the group include:

- Windbreaks (instead of full shelters).
- Safety inside shelters:
 - Some riders, especially females, do not feel safe in shelters and can feel trapped if they are in enclosed shelters and someone else enters.
 - Suggestions to require a Metro pass (key card) to enter shelters; this would reduce the use of shelters as homeless encampments and provide

assurance that shelters were being used only by Metro riders. Shelters would need to be modified to have doors and card readers/locks installed.

- Requests that panic buttons be installed in shelters to alert police/security of an unsafe situation.

6. What is your experience getting to and from bus stops? Are there missing sidewalks, curb cuts, or anything else that makes your walking, wheelchair, biking, or other journey to and from bus stops difficult?

- My GF [girlfriend] now almost always misses her connecting bus and then has to wait for 30+ minutes.
- Not knowing where exactly the stops are. I have had to walk over 12 blocks one time just to get to the north side.
- In the winter, I would not want to walk more than one block to a connecting bus.
- Need more sidewalks.
- There is a lot of missing sidewalks and is not accessible for those who are handicapped. The bus drivers aren't very compassionate when waiting for other people.
- There are missing sidewalks, curb cuts, parking lots, almost everything possible, it's very difficult to carry food to the bus stop on Northport from Darwin carrying everything [from the River Food Pantry].
- It's a lot of running for the bus after school, mostly when they come early and don't wait for you.
- Bus stops are too close to houses and businesses makes it very uncomfortable.
- Too many routes/dangerous sidewalks, street crossing. [Relocated from #8]
- Improve service for the bus shelters, better management of driving personnel. [Spanish]
- It is too cold in the winter. [Spanish]

7. Do you find the new bus system easier or harder to use than the old system? Why? (More or fewer transfers, timing of transfers, other)

Participants expressed that the older transfer point system was easier to navigate and provided more options to transfer to routes going where they want to get. They also expressed that the centralized transfer points felt safer to use than new transfers, which often require crossing one or more busy streets and finding another stop that is not illuminated, lacks a shelter or bench,

and/or is otherwise difficult to locate. Participants also expressed frustration at having to wait through the driver layover at the north end of the B route, and that it is faster to transfer to the B that is about to depart if the two buses are at the layover at the same time. The group consensus was that the transfer point system was better and safer than the new system.

- Harder, because the B route is not very consistent, or hasn't been this far.
- Harder. Not understanding where to catch from a side street or infrequent area.
- There are now many transfers.
- I feel like it's harder to use rather than the old system due to the fact that you have to wait out in the cold out in a random place.
- I find it easier because they are less confusing and they come more often.
- Harder because of the timing of the buses mostly. Just be on time. (I also wish the drivers get more patience)
- I think there should be more buses with less wait times or just add trains.
- I found it to be harder walking & crossing streets waiting for long periods of time.
- Illegible text. [Spanish]

- [My] own experience, I got lost in the route on my way to work because of the bus transfers. [Spanish, moved from #8]
- More difficult because of the transfers. [Spanish]

8. If you or someone you know uses Metro Paratransit, tell us about your experience.

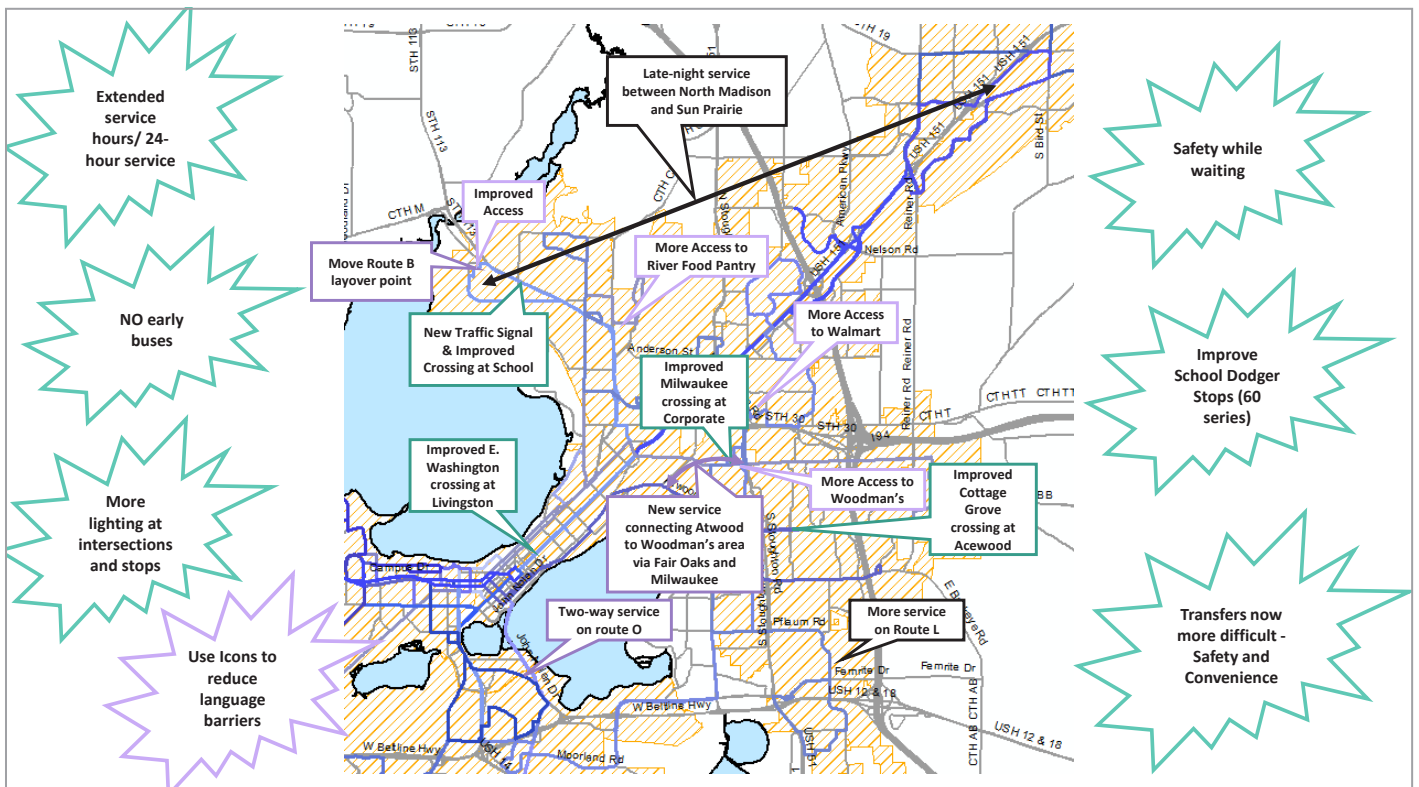
- My daughter and I when she travels to school. [Spanish]

9. What needs to change to make Metro Paratransit service better for you or people you know?

- To be honest I would look at Chicago IL and see how they run their CTA and maybe follow their lead.
- Adapt to the user's needs. Offer more surveys in the community. [Spanish]
- Improve punctuality. [Spanish]

10. What else would help you be able to use bus or paratransit service?

On-time performance was raised as a major barrier to using the bus system. Participants recounted numerous experiences of missing buses that are running early and all participants expressed that there should be absolutely no early buses. Participants expressed frustration with inaccurate trip planning/bus location information



available through apps or online. Participants expressed frustration with drivers for not being knowledgeable about the system/able to tell them when/where to transfer to reach other routes, and for being irritable when asked for assistance or directions.

- Self-service bus ticket vending at main stops, at more stores similar to a lottery ticket machine.
- Language accessibility. Use Icons [for] language-free [communication].
- Buses also starting early isn't cool my boyfriend works at a temp agency and he starts at 2 pm and don't get off until 12-1 am so if my mom wont get him then he's stuck walking some buses should run all night.
- On time buses. Frequent buses to transfer over. [Relocated from #9]
- Better apps.
- Translate all information to Spanish. [Spanish]
- Apps in real time. [Spanish]

11. The City's proposed North-South Bus Rapid Transit route is shown on the small map, with potential station locations. This route will replace the current Route B in 2027 or 2028. Where do you think that stations should be located?

- Packers Avenue, Milwaukee Street, Blair Street, West Washington Ave, Fish Hatchery Road, top of State Street.
- Warner Park, Aberg.

12. Are there street crossings that you think need to be improved so that you can reach stations safely?

- Participants brought up unsafe street crossings required to reach bus stops and stations multiple times.
- Yes near Livingston St. along East Washington Ave.
- Milwaukee & Corporate Drive, Acewood & Cottage Grove.
- Northport, Fourth Street. [Spanish]
- They should install traffic lights at the [intersection of] School on Northport. [Spanish]

13. Are there any problems or gaps in the sidewalk network that will make it difficult to reach stations?

- More lights at stops/shelter.
- Long waiting periods/less routes.

- There might be construction or blocked off sidewalks/ poor lighting, not clearly marked stops. There are no signs marked w/times like they used to.
- Baldwin/Paterson area doesn't always feel safe.
- Ramps. [Spanish]
- There are no ramps. [Spanish]

Participant Demographics

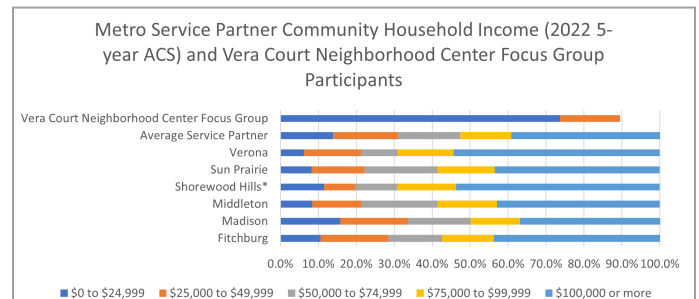
1. Are you Hispanic or Latinx?

- 26% - Hispanic or Latinx
- 74% - Non-Hispanic

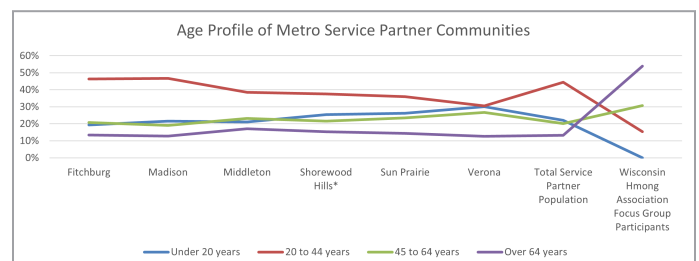
2. What is your race?

- 53% - Black or African American
- 21% - Other
- 16% - White
- 5% - Two or More Races
- 5% - N/A

3. What is your household income? (includes all members of the household)



4. What is your age?



5. Zip Code?

- 53590 - 11%
- 53704 - 84%
- 53713 - 5%

6. Do you own or rent your place of residence?

- 100% Rent

Madison Area Chinese Community Organization

Virtual and independent, October 31 to November 14, 2023: 12 participants

1. We'd like to learn about how you use Metro transit, or other public transit options such as or Monona Express/Lift. Please tell us what works for you about public transit, and what makes it hard or impossible to use.

- When I go to classes I often take the bus. The most frequent buses I take are 80, A and D. However, for E and O, which I have to take if I go to the capitol square, there seem to be less buses so it takes me to wait for a long time, not so convenient.
- I just use Metro transit to go to school, it is convenient for me, I don't use other transit options basically. Metro transit sometimes not coming on time, so I miss them sometimes. The frequency of them is also low, half an hour or 1 hour. And I hate winter, it is very cold waiting them in outside.
- I use the metro bus every day to get to and from campus and the hill farms area. I like the new increased frequency and directness of the routes (less detours) although the buses themselves could use some air freshener.
- I usually take the Metro bus. It is convenient and fast. But what makes me confused is that A, F, R pass University Avenue almost at the same time. If they depart at different times, there will be more time choices for passengers.
- I often take bus No. 80 and No. 84. On weekdays, these buses are relatively convenient, but on weekends, there are very few buses. This makes traveling on weekends very inconvenient. Now that winter is approaching in Madison, students are clearly more likely to take the bus than walk or bike. This makes buses very crowded in the morning and evening. This is very unsafe. I think we can try the "tide" bus. During the above time periods, additional buses should be added.
- I wish the buses could be more punctual and clean, and have more trips if possible
- As a full-time student, I regularly utilize routes 80 and 84 for my commuting needs, largely due to the provision of a university-issued bus pass which facilitates my travel to various destinations like parks and markets. The accessibility and extensive coverage of the current bus system significantly enhance my

mobility, allowing me to reach numerous places with relative ease.

- Despite the general efficiency of public transit, I have faced challenges that affect its reliability. On several occasions, the real-time bus tracking via Google has provided inaccurate bus location information, leading to instances where I arrive at the stop only to discover that the bus has already departed. This discrepancy can be a significant inconvenience, disrupting my schedule and causing delays.
 - Moreover, the 84 bus route during morning peak hours often experiences overcrowding. The congestion not only results in an uncomfortable commute but also leads to situations where the bus does not stop for waiting passengers if it's already at capacity. An increase in frequency during peak hours or the introduction of larger buses could potentially mitigate this issue, ensuring that all passengers can board and have a more pleasant travel experience.
 - Most of time I take a bus go to campus or markets like Costco. Google map makes it easy to arrange time, but sometimes it was inaccurate (especially the real-time position of bus) so that I had to run fast to catch the bus on morning.
 - I use bus pass to ride a bus.
 - To commute between my apartment and campus. It simplifies my daily routine. I like the updated bus schedule this year, much more frequent, though location change of some bus stop. And convenient transition system could really relief my accommodation concern, as I can choose some further and cheaper apartments. But, the rush hour bus trip is really a challenge sometime, "fighting" with the crowds.
 - I take public transportation to and from school every day, shortening my commute time. Too much time between trips spoils the experience.
 - I use Metro transit to commute to and from school. Metro transit is convenient and fast. I haven't used Monona Express/Lift.
- ### 2. On the map of the new system (provided), the red, green, and dark blue lines are routes that run every 15 minutes for most of the day; medium blue lines are routes that run every 30 minutes; light blue lines are routes that run about once an hour; and, dashed light blue lines are routes that only run during the morning and afternoon "peak" periods (rush hour).

Please draw and write on the map you were provided to show any areas you wish had more service, later service, or any service at all.

- Sorry that I am not so familiar with the Madison town, but I believe that for many students in UWM, we often go to East campus, State street and Capitol square, and we may go in the afternoon after classes. When we come back the time may be late and there may be less buses. It would be great if the time of round trips extend a little. This advice also works for the buses around Hilldale.
- I am not familiar these bus routes, my routing roads is take bus number E, from Segoe and Regent to UW-Madison, the bus come every 30mins and just arrived to Hiland & University, I need walk 12 minutes to school. It is very inconvenient. I hope bus can come every 15 minutes as well as don't need walk so much especially in hot and in cold weather.
- I'm satisfied.
- I am satisfied with the current transportation system. The only downside is that there are very few bus trips on weekends. For example, the frequency of bus No.80 on weekends is almost one per hour.
- I think there is a lack of high frequency bus routes from campus to eagle heights. And to Sheboygan is still important.
- There is exactly no area that I wish had any [more?] service.

3. Metro's service hours generally begin between 5:30 and 6:00 AM, and end around midnight. Do you or people you know have a need for transit service outside those hours? If so, when, and where would you or they be coming from and going to?

- For students, this time may be reasonable. Outside these times, it may be people coming back from the Madison airport. But this does not happen very often, so keeping the time is good.
- I think most of this time is ok and enough. Sometimes people from ORD to Madison may need other time service.
- I am the most active bus rider that I know. The service hours are fine for my use case. I don't know anyone else who needs transit service outside those hours.
- No one tells it to me.
- As students, my friends and I generally don't need service so early or so late.

- I think Line A should be available at more period.
- Since I am a student, I know many post-doctor and phd candidate are hard-working, they came home late, so maybe a late bus around 12:30AM would be great.
- NO. But midnight buses often delayed and there had longer interval time.
- I don't know anyone have a need for transit service outside those hours.
- I won't generally need to use transit within Madison outside regular hours. I will choose coach USA if I need to catch a flight in Chicago.
- No.
- No, I think service hours work well for us and there is no need to expand.

4. What purposes do you think new or improved transit service should serve? These could include reducing traffic congestion, serving neighborhoods with low-income and transit-dependent residents, serving workers with late-night or other shifts that are not currently served by transit, or others.

- Improving the traffic and serving workers with late-night may be urgent. Especially the winter is coming, the workers going back on foot may be difficult. Having discount on the bus rides may be good. For example, in Guangzhou, taking buses over 16 times, the rest can have a 40% discount.
- Reducing traffic congestion, serving neighborhoods with low-income and transit-dependent residents, serving workers with late-night or other shifts that are not currently served by transit, and make bus more clean (sometimes smelly not good especially in summer).
- It makes it easier and faster to get places without owning a car, reduces traffic and thus increases road safety. Extension of service hours will keep the late-night shift workers safe by not driving after exhaustion.
- I think it is good enough now. The only pity is the traffic jam on University Avenue in the afternoon. But I have no idea about how to reduce its influence. Maybe a route change during that period works.
- I think the focus of Madison's transportation services should be on serving low-income people and people who don't have private vehicles, such as students and workers. And the number of shifts on rest days should be appropriately increased. Because Madison

doesn't have heavy traffic except from 3 to 5 p.m. Therefore, increasing public transportation will not increase traffic pressure.

- I think it is important to improve [all of the listed purposes] in Q1 [2024]
- New or enhanced public transit services should aim to achieve multiple objectives. Beyond assisting low-income populations, reducing traffic congestion, and providing convenience for those with regular commuting hours, these services should also cater to night shift and other non-standard shift workers, ensuring accessibility and openness to all, including people with disabilities. Moreover, public transportation should promote sustainable environmental development by cutting down on pollution and greenhouse gas emissions. It should bolster economic growth and commuting efficiency, while elevating passenger experience through technological innovations like real-time information systems. Lastly, sound public transit planning should be aligned with urban development strategies, fostering the growth of new areas and enhancing the overall livability of cities.
- As mentioned above, I think it is better to shorten the intervals between two buses on midnight. I don't know the reason why it is longer than the day but people need more transits, obviously, on night.
- In addition, it is better to plan the shuttle bus routes since quite a few buses are single-way currently, which means their stations aren't corresponding, and it took me a long time to find the other station to take a bus for return. It better for one-way buses to be marked at least.
- Mainly reducing traffic congestion.
- I vote for Late-night, transit-dependent residents.
- Serving neighborhoods with low-income and transit-dependent residents, especially students without cars.
- I think it would be better if there are more buses during the peak periods, such as 8:30–9:30am. It is because that if I miss a bus I have to wait for more than 10 minutes for next bus and then I will be late. Also, in the morning, a number of students take buses to school, so it is congested in the bus.

5. What is your experience with waiting for a bus in very hot or very cold weather where no shelter is available?

- When I went back from Hilldale, about 8:30 p.m., I waited for A for about half an hour but it did not come. A was about one hour per ride, so I had to take Uber to go back home. There is not much people and it was dark and cold. I felt unsafe and I hope not to experience that again.
- In very hot or very cold weather, bus sometimes delayed all the time.
- Waiting in the cold is never fun, especially when there is no shelter. Summer is usually not a problem in Wisconsin.
- I will choose to go out later. Of course, the bus coming on time really matters. Sometimes I got the wrong information on Transit and Google map apps.
- Most of the time it's acceptable. I don't feel like there's any room for improvement respect to this.
- I think this is not so important compared with punctual and clean, and have more trips. Because we can wait in the building and when bus coming we go out.
- Waiting for a bus in Madison can be quite challenging due to the extreme weather conditions. During the winter, the biting cold coupled with harsh winds makes the wait uncomfortable and at times, unbearable, while in the summer, the intense sunshine can be equally taxing. The lack of shelter at bus stops compounds this discomfort, especially when buses run on a half-hourly schedule. Additionally, unpredictable early arrivals and delays exacerbate the situation, often leading to longer exposure to the adverse weather and resulting in a distressing experience. This not only affects my travel plans but also poses a risk to my health and well-being. Providing shelters at bus stops, ensuring more accurate bus schedules, and possibly increasing the frequency during peak weather conditions are improvements that could significantly enhance the commuter experience in Madison.
- I had to put many bags from shopping malls on messy roads and down coat made me clumsy with a gust of howling wind. I think shelter is able to release my stress of carrying bags.
- I don't have that kind of experience.
- That's very bad without shelter in bad weather. Wind scratching your face and sun burning.
- I've waited for a bus in cold weather and had a terrible experience, all expecting the bus to arrive early.

- I guess I have no experience with waiting for a bus in extreme weather without shelter. In my memory, almost every bus station has a shelter nearby.

6. Are there any obstacles for you going to or from bus stops, such as missing sidewalks, curb cuts, dangerous intersection crossings, or anything else that makes your walking, biking, or other journey to and from bus stops difficult?

- I think the most difficulties was for me to find the bus stop sign. Some bus stops are not obvious, and when I look at google map, I can not tell which side of the road is correct. Some bus stop signs are just a paper sign, and the words on the paper might be faded, so it is difficult to recognize. Changing it to a solid sign may be better.
- I think it is ok. Just one factor I want to mention is that sometimes bus coming earlier 2-3 minutes, I run to catch it up but the crossing light always prohibit.
- I have not had this experience so far.
- The changes this year are clever designs.
- I don't have any obstacles about this.
- I think the bus station near the longhorn can be improved.
- Ongoing road construction has led to alterations in the bus routes, resulting in changes to the usual pick-up and drop-off points. This has occasionally made locating the correct bus stop quite challenging. To alleviate this issue, it would be beneficial for the transit authority to provide clear, timely updates about these changes. Enhanced signage at affected stops, real-time updates through the transit app, and additional guidance from bus drivers could greatly assist passengers in navigating the temporary routes more effectively.
- The slope is too steep that I cannot ride a bike. I just walk to bus stations.
- No, there aren't.
- Generally ok for me.
- No.
- Yes, at the Blair Station, because of road repairing, the sidewalk is not straight.

7. Bus rapid transit is a kind of enhanced bus service to improve speed and reliability. Bus rapid transit systems include stations that have elevated platforms, larger shelters, and other features. Madison's first Metro Rapid Route A will run East-

West from Junction Rd. to East Towne through the downtown and campus area and is currently under construction.

The City is designing the North-South line. The line will replace the current Route B and run from Northport Drive in North Madison, through the isthmus and downtown Madison, through part of the UW Campus, then continue to South Madison and end in the City of Fitchburg.

On the map of the proposed route and station locations, are there any station locations that you think are missing or should be relocated? Do you know of any areas that need better biking or walking connections? Is there anything else the project team should know?

- I think it looks good now. But will it contradict with the badger bus? Or are there buses that can go to the Madison airport more directly?
- I have no idea about this, but I think it should be a good thing for public.
- Nothing else.
- I'm satisfied with the BRT, but mainly because my frequent activity range is in the east-west direction.
- I don't know much about this.
- I think Madison is an academic city so we have to focus on students and faculties needs
- The draft design for the new subway line is impressive, suggesting a sleek and efficient addition to our city's transit system. It promises to significantly enhance the connectivity between the northern and southern sectors, which is an exciting prospect for commuters like myself. The potential for faster, more reliable travel is something I am particularly looking forward to. I am eager to witness the inauguration of this subway line and to experience firsthand the positive changes it will bring to our daily transportation options.
- I find Madison's bike lane design to be exceptionally comprehensive and well-integrated into the city's overall traffic plan. There appears to be a thoughtful consideration for cyclists' accessibility across various locations. The lanes are strategically placed, well-maintained, and ensure a safe commuting experience for cyclists. This level of satisfaction comes from the seamless connectivity between different parts of the city, which allows for efficient and safe travel. The clear signage and dedicated signals for

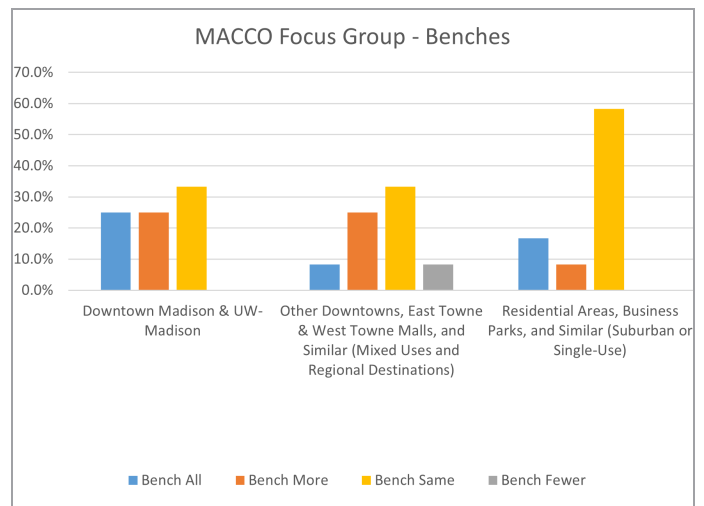
cyclists contribute to a sense of security and ease of navigation.

- Kohl Areas. And shared bikes sites that are rare currently can be added on the State street. Special buses with less stops can also be scheduled between JP fresh market and campus at certain times of day.
- No, there are no station location that I think are missing or should be relocated. No, I don't know of any areas that need better biking or walking connections. No, nothing else the project team should know.
- Just an idea, I think sometimes the roads in some areas are too narrow and too dangerous to bike, like Johnson St. and Gorham St. The bike route like the one around a partial section of Monona is ideal biking condition.
- No.
- Because I have not been to remote stations, I do not know the exact situations. While the stations in the downtown are good except some ones near the construction sites.

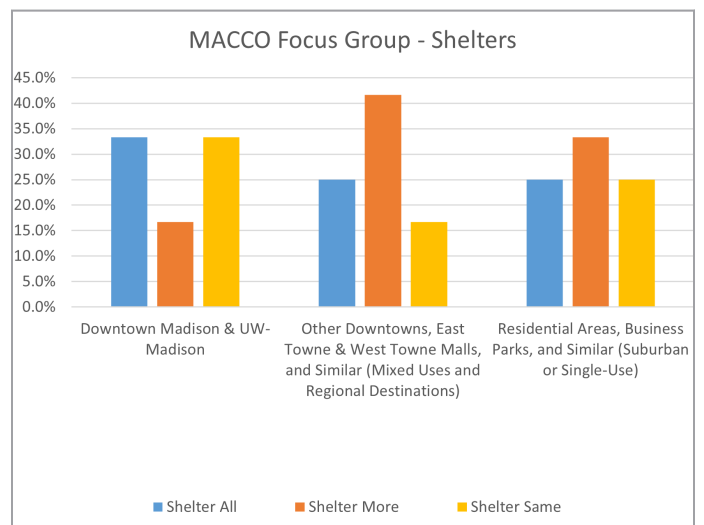
8. Bus stop amenities such as benches, garbage cans, shelters, and even message boards showing bus arrival times are located – to some extent – based on guidelines in the Transit Plan. (Shelters are built by the community in which they are located (Fitchburg, Madison, Middleton, or Sun Prairie), not by Metro. Other shelters may be paid for by an adjacent development, such as an apartment building, UW-Madison, or an employer, and these facilities are not guided by the Transit Plan.)

Please think about waiting for a bus at the various types of places listed below, and circle whether there should be MORE, the SAME, or LESS of each type of facility in that area than you currently experience. If there are other amenities that you think should be available at bus stops, please add them to the list and indicate where they are needed.

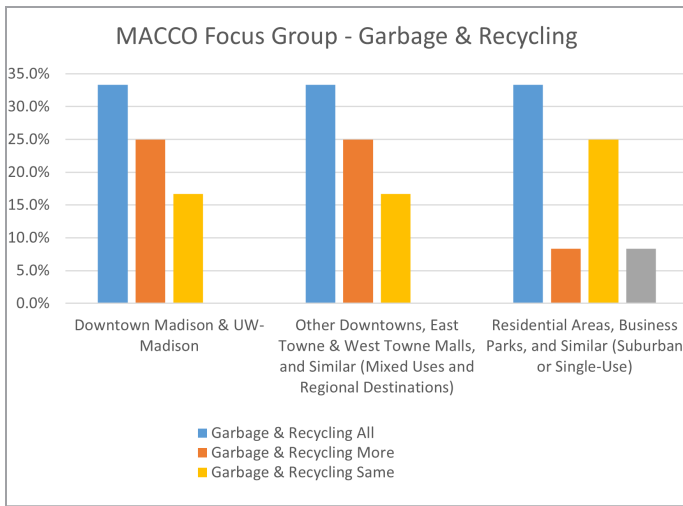
Due to changes in the survey format resulting from translation, participants in this group had a fourth option, "all", beyond the "more, same, less" options that other groups were provided.



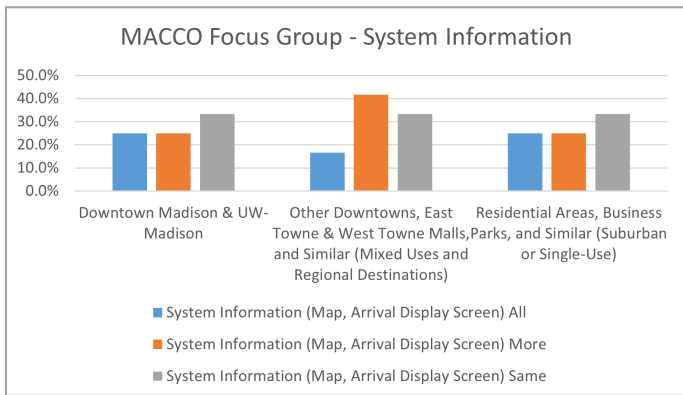
Half of participants responded that more, if not all, stops should have benches in the downtown Madison area, while 33% feel that other downtowns and regional destinations should have benches at more if not all stops. One quarter of participants feel that benches should be provided at more if not all stops in single-use areas.



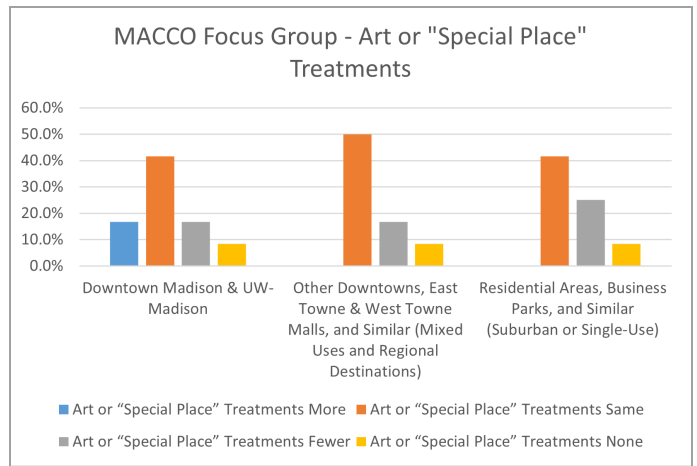
Half of participants in this Focus Group support having shelters at most, if not all, downtown Madison and UW-Madison stops, 67% support having more shelters in other downtowns and regional destinations, and 58% support having shelters in residential and single-use areas.



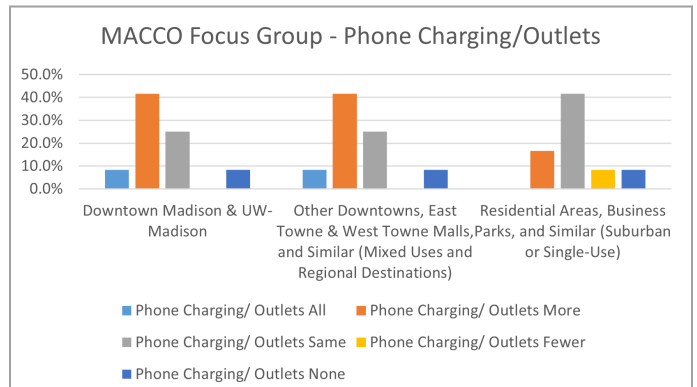
One third of respondents indicated support for having garbage and recycling cans at all stops in all areas, with one quarter of respondents supporting having more of these facilities in all downtowns and regional destinations. In residential and other single-use areas, 8% of participants indicated that there should be more of these facilities, while an identical number of participants indicated that there should be fewer in these areas.



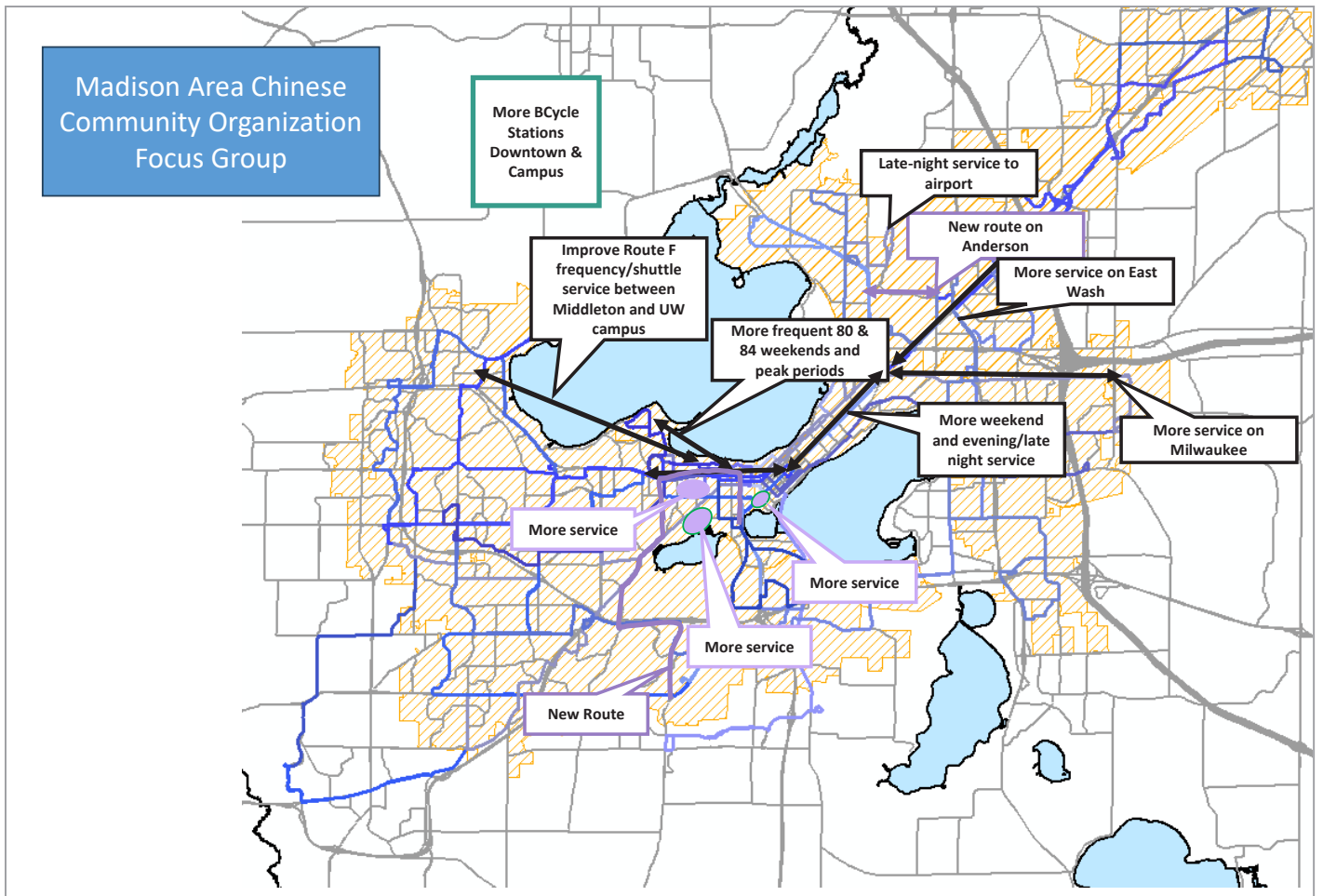
At least half of participants indicated that they would appreciate transit system information being available at more if not all stops in all areas, with 58% supporting more system information being available in other downtown areas and regional destinations. One third of participants indicated that they think the appropriate amount of information is available in all areas.



Fewer than 17% of participants indicated that they think that there should be more public art or placemaking features in the downtown Madison area, and no participants supported more of these features in other areas. Half or fewer of participants indicated that the same level of these features should be maintained in all areas, and 17-25% of participants indicated that there should be fewer of these features than currently exist, with 8% indicating that these features should be removed in all areas. It is worth noting that since this focus group was held remotely and independently, examples of this type of amenity could not be discussed and there may have also been language barriers to understanding what this type of feature consists of.



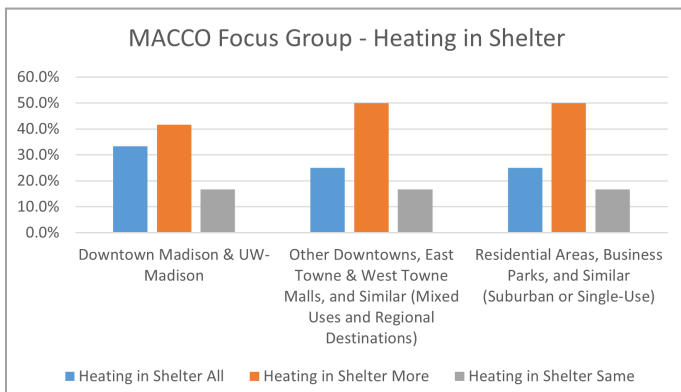
Nearly 42% of participants indicated that there should be more phone charging opportunities in all downtown and regional destination areas, with 8% indicating that these facilities should be available at all stops in these areas. No participants indicated that all stops in residential and single-use areas should have charging facilities, and fewer than 17% think that there should be more charging facilities in these areas.



Half of participants supported having heating in more shelters in other downtown areas, regional destinations, residential areas, and other single-use areas, while a quarter of participants indicated that all shelters in these areas should be heated. In the downtown Madison and UW campus area, one third of participants supported heating in all shelters and nearly 42% support more shelters being heated.

- I don't know the condition about these bus stops because the bus I always take is just E. But I think these facilities should fully equipped.

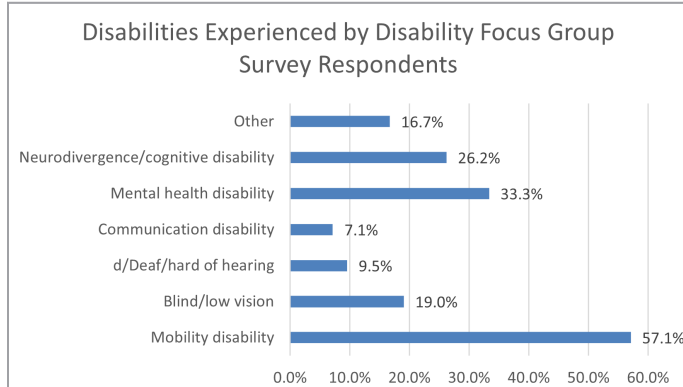
This group did not complete a demographic survey; however, it is reasonable to assume that 100% of participants are Asian, although some may be two or more races.



Disability Survey

Survey open February 25 to March 25, 2024: 42 responses⁸

1. Do you experience a disability or chronic health condition? Please mark all that apply.



Forty-four surveys were completed; two of these indicated that the respondent did not experience a disability, and those survey responses are not included in this summary.

Over 57% of respondents indicated that they experience a mobility disability. The next most common disabilities experienced by respondents were mental health disabilities (33.3%) and neurodivergence/cognitive disabilities (26.2%). Nineteen percent of respondents are blind/low vision, 9.5% of respondents are d/Deaf/hard of hearing, and 7.1% of respondents experience communication disabilities. Nearly 17% of respondents indicated that they experience one or more “other” disabilities, including:

- Energy-limited disability/chronic illness.
- Physical- not mobility.
- Difficulty with hand use.
- Chronic pain.
- Elderly.
- Nystagmus vision problem. Fibromyalgia, plantar fasciitis.
- Unable to drive due to spatial processing issues/anxiety.

2. On the map of the new system, the red (Route A), green (Route B) and dark blue lines (Routes C, D, 80, and 84) run every 15 minutes for most of the

day. Medium blue lines (Routes A1, A2, C1, D1, D2, E, F, G, H, P, R, W, 28, and 38) run every 30 minutes. Light blue lines (Routes C2, J, L, O, R1, R2, and S) run about once an hour. Dashed light blue lines (Routes 55, 65, and 75) only run during the morning and afternoon “peak” periods (rush hour).

Are there places that should have more frequent service, or that you cannot travel to by bus currently? Please describe locations by neighborhood name, landmark (such as “Woodman’s East” or “Aberg Pick n’ Save”), or road corridor (such as “Old Sauk Rd between Gammon Rd and High Point Rd”).

See maps for locatable comments.

- I would like more frequent service between Truax neighborhood (Wright at Straubel) and Woodman’s East. Route L only runs about every hour and 15 mins. Creates a long wait time with groceries for return trip home. A better bus shelter at Woodman’s would make wait time more bearable. Secondly, a better route from Truax to SSM Health/Dean Medical on S Stoughton Rd. I think Route C runs over there sometimes but the transfer from Rte A to Rte C is not ideal. I’m also concerned that the bus stop at Wright and Straubel is going to disappear this fall when BRT begins. Please consider including my low-income neighborhood in the BRT stops. We have a lot of disabled, elderly and low income folks who need to use Rte A and need that bus stop to be included in the BRT Rte A. Please please please. Lot’s of students who go to East High as well use that stop. Please don’t close that stop. Thank you.
- Yes, more buses on International Lane.
- Middleton (Parmenter St, Century Ave, and by the Culver’s) Waunakee, Cottage Grove by Grace Coffee Shop), Sun Prairie (more frequent).
- D1 and D2 need more buses to cover expanded route catching Woodmans East, Acewood, the Meadows, Kennedy Elementary, Whitehorse Middle, Fair Oaks, Shopko Drive. Neighborhoods inbetween D and C are long hikes to stop. D2 should go down International Lane passing resources.
- Middleton Northlake subdivision.
- To EmployAbility on international lane, they removed the bus stop near there. Also to meriter hospital. they removed all the bus stops on W wash leading near

⁸ Two additional respondents indicated that they do not experience a disability; these responses were excluded from this summary.

to meriter where route 5 used to be. The existing buses that go near meriter don't even go anywhere NEAR the entrance, they go to the opposite side of the building and there's a lot of walking disabled patients have to do to get into the building from the bus. Also the service out to Monona from downtown is terrible.

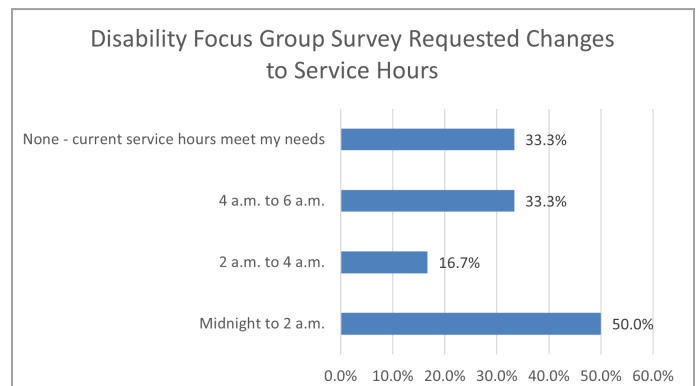
- Frequency of rides is not the only issue. For people with mobility issue getting from home or work to the bus stop is the major issue. Current routes are difficult if living in Westmoreland, and several other neighborhoods that used to have better access.
- A route that goes up Monroe to Seminole and to Fitchburg neighborhoods. Currently the routes stay farther east or go west, and there is no timely access up through Seminole, Nakoma to Monroe street from Fitchburg neighborhoods between Seminole and Fish Hatchery. Several morning , a midday, and several after work timings would be most helpful.
- It's been hard for me to familiarize myself with the new system, so I probably haven't experienced everything. Service to Woodman's East is difficult for me, because it involves a transfer or a very long route. I also have trouble carrying things, so it can be hard to grocery shop, but this is a destination I would like to be able access more often.
- I would like to see some seats along more spots in the Sun Prairie Routes. I am afraid to try the bus because I can't figure out the maps and how many times I'd have to climb the steps. For instance from the Sun Prairie main stop to UW Hospital or the Airport. For early flights you need to be at the airport by 4:30 how can you get there? I'd like to see better service to the airport.
- HUXLEY STREET FORMER BUS STATION CREATION. Remodeling contractors, build a parking Ramp 4 stories High, the top is police area, flight life helicopter landing pad. Then ground level be a Inkind ADRC-DANE COUNTY WI job with a Bus include heating cool air bathrooms, vendors machines, pay fone or wifi computers, bus waiting area, yes ground level of the 4 story high parking ramp. We need more Parking for Vehicles in our living area. Please ask if don't understand, Thank you. Wednesday March 13,2024@07:02pm. A### W####. ### Huxley Street. Madison Wisconsin USA. Fone ###-###-####. Amen us 😊. [name, phone number, and address redacted]
- UW HEALTH CARE. [not mapped, many UW Health facilities that this could refer to]
- i would love for the 55 bus stop at star grass and high point to run more often. otherwise the closest fully operational bus stop to my home is watts and high point, which is over a mile away and can be difficult to walk to. the star grass and high point stop is much more accessible for me!
- It is a travesty that buses do not currently have stops in front of Brittingham and Romnes Apartments, which both have elderly and other marginalized populations. Please restore service to these and other places serving such populations, including, but not limited to, the 700 block of West Washington Ave. My former nearest bus stop before the redesign was less than 500 feet away. Now it is between .3 and .6 MILES away. Despite having a cane, I can only walk .2 miles without fatigue. The elimination of many shelters such as on Capitol Square is a barrier for me and others as there is no place to sit. The assumption that everyone can stand is egregiously wrong. Also, BRT has resulted in numerous delays to several routes, which shouldn't be surprising as fewer buses mean greater delays.
- Eagan & E. Washington-Route G (turns into P) needs to run every 15 minutes. East Washington & Independence Routes A and P need to have better connection times. They need a stop and go light at the corner with audio. The G/P bus should go into East Towne Mall. The West Towne Mall has couple buses go into mall parking lot.
- Regarding the A - if it actually ran every 15 minutes, at least during the morning and evening commutes it would be great but I have not experienced that yet. The buses aren't distributed that well. It seems more like a 10 - 25 minute range.
- Woodman's East more direct route.
- L needs more frequent service during commuter hours. Otherwise I cannot use it to get to work.
- For pete's sake! Question 1 asks if you're blind and question 2 describes colors on a map! Well, anyway, there shuld be service on Regent Street between Rosa and Whitney Way.
- You need to put the buses back into the neighborhoods period. Extremely difficult and frustrating and dangerous now. And rethink your payment changes this fall too. Not one bus follows tracking time either. [Not mapped]
- The stops not on Mineral Point Road between Gammon and the Beltline are gone. I cannot walk to Mineral Point Road.

- I want bus service back on Acewood Blvd. I moved to my neighborhood 2 years ago. I used to be able to walk from Topaz Lane to Onyx to Acewood Blvd and get a bus. Now I would have to walk to Cottage Grove Road which is over a mile, to get a bus. I can only get around if my family or friends drive me or if I take a cab. I miss having independence.
- C1, D1 - Heritage Heights near Merryturn and Retanna.
- The 75/55 route not running during the middle of the day makes it impossible for some folks to get to places they need to. Personally I have a lot of doctor's appointments, and I can usually get a half day off, but not a full day. How am I supposed to get between work & my appointment in the middle of the day? Other folks I work with have mentioned this issue. You get trapped at work and when you need to leave for medical reasons, the bus not being available just adds another hurdle to getting help.
- The 28 needs to have service later in the evening and on the weekends, just like the 2 did. I live at Sherman Terrace and it's nearly impossible to get anywhere in the evenings or on the weekends. Disabled people aren't werewolves, we have places we need to be, and it's not realistic to expect us to cut through the Lakewood Gardens parking lots, ESPECIALLY when the weather is bad. The route and bus stops exist, there is no reason for folks on the 28 route to not have evening and weekend bus access.
- Service for the 55 throughout the day and not just peak times. The busses in Madison West near Woodman's West should also have more frequency service, the D bus in particular. Additionally, more direct connections between Madison West near Woodman's West to Middleton, for example Costco and the mall.
- There isn't good north/south connectivity on the near west side anymore--like if you want to get from the Whitney/Odana area, which has a lot of buses, to anything on University west of Midvale, you have to transfer between 2 or 3 buses. There should be a route that connects this area better, or at least there should be fewer transfers needed. The Route D branching is annoying at low frequency on weekend and evenings--makes for poor service, particularly if you have to go to destinations between different branches, requiring transferring between D1/D2 in the middle.
- There needs to be a bus that goes from the Sequoya Library all the way down Midvale Blvd. to University

Ave. on Madison's West side. Metcalfe's grocery store should be reachable by disabled bus users in nearby neighborhoods.

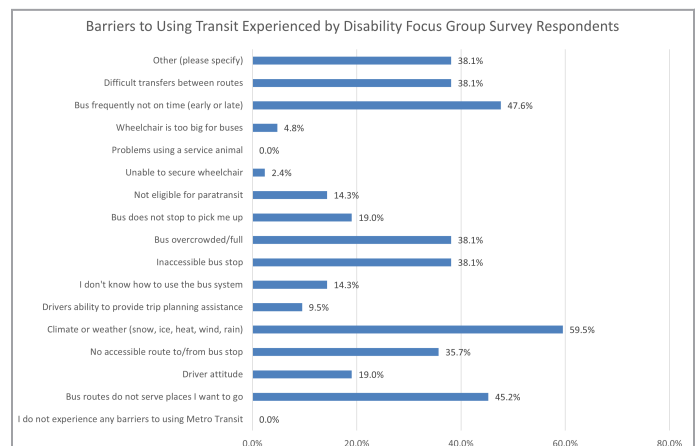
- Every major health clinic and/or hospital would be a good place for a stop, very close proximity to the nearest entrance .
- Meadowwood neighborhood. I bought a house specifically in this area because it was on bus lines I depended on. Now they are gone.

3. Metro's service hours generally begin between 5:30 a.m. and 6:00 a.m. and end around midnight (12:00 a.m.). Do you or people you know need transit service during any of these time periods when Metro does not currently run? Select all that apply.



Later service, from midnight to 2 a.m., is supported by 50% of respondents, while 33.3% of respondents support earlier morning service from 4 a.m. to 6 a.m. Nearly 17% of respondents support late-night service from 2 a.m. to 4 a.m. Current service hours meet the needs of only 33.3% of respondents.

4. What barriers do you encounter when using or trying to use Metro Transit? Please select all that apply.



Climate and weather pose the greatest barrier for respondents using transit, with 59.5% of respondents indicating that they experience this barrier. Buses frequently not being on time poses a barrier for 47.6% of respondents, while bus routes not serving desired destinations is a barrier for 45.2% of respondents. Difficulty transferring between routes, buses being overcrowded or full, inaccessible bus stops, and “other” barriers were all reported by 38.1% of respondents. The lack of an accessible route to/from bus stops is experienced by 35.7% of respondents. Less common but still significantly reported, 19% of respondents indicated that buses fail to stop to pick them up and that driver attitude is a barrier for them. Not being eligible for paratransit and not knowing how to use the bus system are barriers for 14.3% of respondents. Drivers not being able to provide trip planning assistance is a barrier for 9.5% of respondents, while wheelchairs being too big for buses (4.8%) and being unable to properly secure wheelchairs (2.4%) were the least-reported barriers. No respondents indicated that they do not experience barriers to using Metro Transit or that they experience barriers to using service animals.

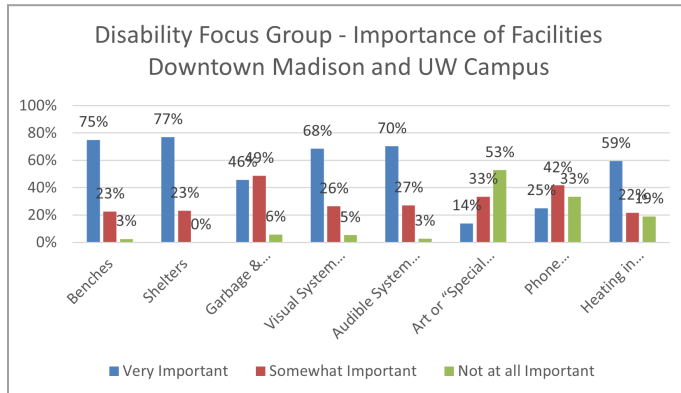
“Other” responses include:

- Paratransit does not serve my neighborhood.
- Lack of seating at bus stop, bus driver rushing me onto bus with my wheelchair/trying to get me to pay my fair while I’m trying to roll onto the bus which is very dangerous because I need both hands on my wheels to get up the ramp into the bus, and can’t take my hands off or else I’ll roll down the ramp. Stops are also now way to far away from each other making mobility between stops difficult. There are often no boarding pads or sidewalks at way too many stops. Driver may also not ask where I need to get off and then when we make it to my stop I’m unable to get off because I’m still secured and they don’t hear me when I say I need to get off. Busses are rarely on time, they are either too early or late and if they arrive early they never wait until the actual arrival time.
- All of these concerns have been voiced for over a year.
- I need a bench because I can’t stand and wait too long. It would be nice to have a “frequent destinations” listing, like the old system had. I have a white cane, and sometimes have had drivers point to signs instead of answering a question verbally. Sometimes

the bus does not stop to pick me up because I am slow to get out of the shelter; it would be nice to have a flag or some way to indicate I’m there. Bus stops are usually too far apart, and it can be scary to cross a busy street without being able to see the “Don’t Walk” sign when there is no audible signal; it would be nice to be able to request these in areas where a blind person lives. Drivers weren’t knowledgeable enough to provide good trip planning at the start of the new system, and the helpers with vests were not around long enough; it would have been nice to have a few fare-free rides to be able to get on the bus and explore the system myself. One time I was getting up to exit the bus when the stop had moved for roadway construction, and it started moving because the stop had moved across the intersection, so I fell.

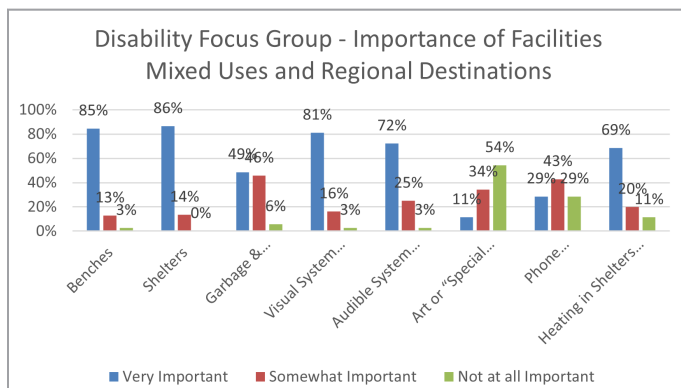
- Wheres the Toilet(s) can it stop at any Gas Station and wait for me to Pee? 🙈😬. Also a Speed Raceing Bus one that can fly to a Hospital if I need 2 get their fast. 🙈😬. A### W####. Madison Wisconsin USA. 03.13.2024@07:07pm. [Name redacted]
- Some places near that the bus stops are not conducive to walking.
- Please response to previous question.
- Difficulties using bus/map apps on phone make finding routes more time-consuming.
- L bus schedule would force me to go to work (@ State Lab of Hygiene) 1 hour early or arrive late.
- Bus stops too far away from my house to walk.
- Bus stop was moved from .3 miles away to .9.
- Distance between stops in some areas.
- Crossing street to get to bus stop is dangerous, takes too long.
- Blocks to walk to catch the bus are isolated, often with people hanging about who prey on women.
- Getting from Emerson neighborhood and points north, getting to/from W wash is not adequately served by the E line. Also weekend hours on the D are an hour apart, too long...
- I work at Epic and getting a spot on the 75 is a crapshoot. It’s also difficult to find a convenient transfer (in the evening it can be over 30 minutes for my transfer because peak service is over) and there is nowhere to sit or wait. Stops are on the side of the road, sometimes there are no sidewalks or lighting on my walk home. Furthermore, my final stop is further from my home.

5. Please mark how important you think each type of bus stop facility is in the Downtown Madison & UW-Madison area:⁹



Respondents overwhelmingly think that shelters (77%), benches (75%), audible system information (70%), and visual system information (68%) are very important at downtown Madison and UW Campus bus stops. Sixty percent of respondents think that heating in shelters is very important, and 46% think that having garbage and recycling containers available is very important. Interestingly, more respondents think that garbage and recycling are somewhat important than think that any other type of facility is. Art or "Special Place" treatments and phone charging capacity had the fewest respondents say that they are very important (14% and 25%, respectively) and the most say that they are not at all important (53% and 33%, respectively).

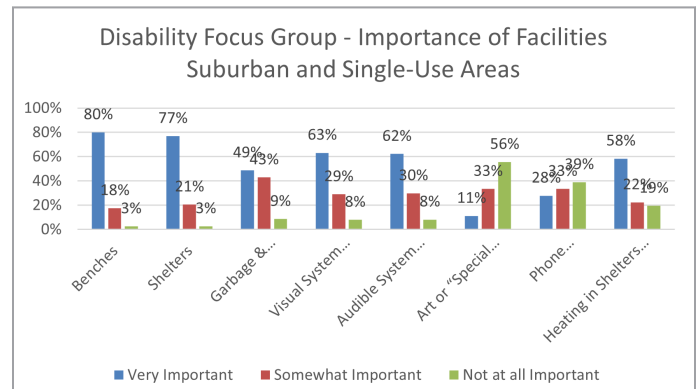
6. Please mark how important you think each type of bus stop facility is in other downtowns (for example, Sun Prairie or Middleton), East Towne & West Towne Malls, and similar areas (Mixed Uses and Regional Destinations):



⁹ Due to this survey being on-line through Survey Monkey rather than written or in-person, and the question types available in Survey Monkey, the bus stop amenity questions were phrased differently than for other focus groups. Accordingly, the responses are also formatted differently than for other focus groups.

Although respondents indicated that facility needs are very similar in mixed use areas and regional destinations as they are in downtown Madison and the UW Campus area, there are some distinctions. There is 10% greater reported need for heating in shelters (69% very important). The need for benches (85%) and shelters (86%), as well as visual and audible system information (81% and 72%, respectively) also increases in these areas compared to downtown Madison.

7. Please mark how important you think each type of bus stop facility is in Residential Areas, Business Parks, and Similar (Suburban or Single-Use):



The importance of facilities in residential areas, business parks, and similar suburban or single-use areas is virtually identical to those in downtown Madison and the UW Campus area, although the importance of benches was reported at 5% higher in suburban areas than in downtown Madison. Visual and audible system information are reported to be less important in suburban areas than in the other two area types, with 63% and 62% respectively reporting that these are very important. Heating in shelters is also less important in suburban areas, with 58% reporting that it is very important.

8. If there are any problems or gaps in the sidewalk network that make it difficult to reach bus stops, please provide any specific locations, such as street intersections or blocks. For example, "uneven sidewalks on Fair Oaks Ave between Commercial Ave and Milwaukee Street" or "crossing Fish Hatchery Road at Emil/Ann Streets".

See maps for locatable comments.

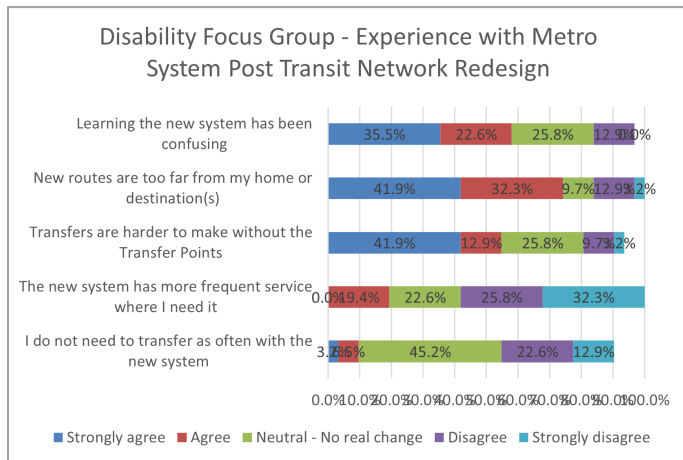
- Darwin D2 has NO Sidewalk at stop. Traveling with my coworker who uses mobility device is unbelievably dehumanizing. Woodmans East is a hot mess. It is often unsafe to cross at this intersection or to transfer from the stop on Milwaukee st to stop on Dempsey, or sometimes I see other's crossing traffic since there is no crosswalk within reasonable walking distance.
- Way too many to count... the darwin at international stop doesn't have a boarding pad or sidewalk making it impossible to get off as a wheelchair user. Other stops the sidewalks are very cracked making it easy for wheels to get stuck.
- Unsure. Distance from shelters can be problematic.
- Yes. These barriers are all over the place. Too many to list. Especially in the winter. I encourage you to try to use a wheelchair to get around for 1 week and using the bus, and you will come up with a long list.
- A sign language bus horn, if ya can't hear it , how do ya know it coming. If your blind does it honk it's at the pick up site? No shirt, No shoes, No service? 03.13.2024@07:12pm.. A### W####. The #### Apartments on Huxley Street. Madison Wisconsin USA. Fone ###-###-####. Again ask if don't understand stand my wording(s). Thank you . Amen [Name, address, and phone number redacted]
- sidewalk on only one side of the street near W Broadway and south towne.
- none that I can think of.
- not on the routes I use regularly. I used to experience problems along University Ave near the UW clinic stop just past the limited stop zone. The drivers would pass the actual stop and drop me off in the weeds and grassy area that didn't have a sidewalk and was sloped so much it was quite scary to walk along.
- Crossing Cottage Grove Road at Drexel was dangerous and slippery because of sand on sidewalk near road/curb!
- Nort side of Regent St between Rosa and Whitney Way.
- Every neighborhood now. Far East, north, south. You royally screwed so many with these stupid changes.
- Not for me, my issue is I need a bus that goes to Acewood Blvd near Onyx that would let me connect to other major routes.
- Construction currently around maple grove & nesbitt making it more difficult to get to that stop. There's a large distance between the 85 apartment building and the 75 line stops on maple grove. Could the 75 stop at the new stop just added at maple grove & Manchester? as someone with mobility issues it can be hard to get all the way down to one of the other stops. And I know a lot of folks that live in those buildings that take the 75 daily.
- It's Dangerous & slow crossing streets to get to a bus stop.
- As noted before, if you get on the bus on Sherman Ave, on the weekends and evenings pretty much the only route that isn't incredibly out of the way is through the Lakewood Gardens parking lots, which is super unsafe.
- Near St Mary's hospital and near the Princeton Club there are a few stops without crosswalks nearby. [Not mapped, there are crosswalks at all intersections with stops near St Mary's hospital, and there are many Princeton Club locations this could refer to]
- At Maple Grove/McKee, the northern side of the intersection near Kwik Trip is very difficult to cross due to the lack of a median refuge island--light timing and traffic patterns make it feel dangerous. As crossing this intersection is required for transfer between Route E and D2, 75, this should be a safe, high quality crossing.
- Uneven sidewalks on Willy street.
- YES. When I get off at Raymond and Whitney, I walk down Raymond until I get to Tawhee. It is safer to wait to cross Raymond until I get to Tawhee (the Raymond/Whitney intersection can be unsafe), but there is often a TON of snow in the middle of the boulevard which means I literally have to stand in the middle of the road (where cars are turning) before I can cross the second part of Raymond. This is often in pitch black. The entire Maple Grove/McKee intersection is an absolute NIGHTMARE for a pedestrian, I have been nearly hit by speeding cars multiple times. The same thing goes for the Fitchrona/McKee area where I sometimes get off with my bike. Cars do not check for pedestrians when turning right on red, and they also sometimes stop IN the pedestrian crosswalk. This is especially true once it is dark (which is after 4 in the winter). There are also no sidewalks at all in Fitchburg meaning if I take the D2 and getting off at Anton/Williamsburg, there are huge stretches of road (Frontier, Big Bow) I am walking in with no lighting and no sidewalks. PLEASE BRING BACK TRANSFER SITES. I currently have to run across busy intersections when I have to catch my transfer from the 75 (Maple Grove/McKee is the worst offender) and it is

not safe. Drivers do not expect pedestrians here, and I have often missed the transfer because there wasn't a safe crossing opportunity.

9. Have you used Metro Transit in BOTH the old system (before June 11, 2023) AND the new system (after June 11, 2023)?

Yes (goes to question 10)/No (goes to question 11)

10. Please rate how much you agree or disagree with each of the following statements about what has made the new transit system easier or harder to use than the old system.



Respondents overwhelmingly report negative reactions to the Transit System Redesign, with 58.1% reporting that learning the new system has been confusing; 74.2% that new routes are too far from home or destination(s); 53.8% that transfers are harder without transfer points; 58.1% that the new system does not have more frequent service where they need it; and 35.5% that the new system did not reduce – or even increased – their need to transfer. The rate at which respondents voiced support for the new system is uniformly lower than these negative reactions, with only 12.9% reporting that learning the new system had not been confusing; 16.1% that routes are not too far from home or destination(s); 12.9% that transfers are not harder to make; 19.4% think that the new system has frequent service where they need it, none of whom agree strongly that this is true; and only 9.7% that they have to transfer less frequently with the new system.

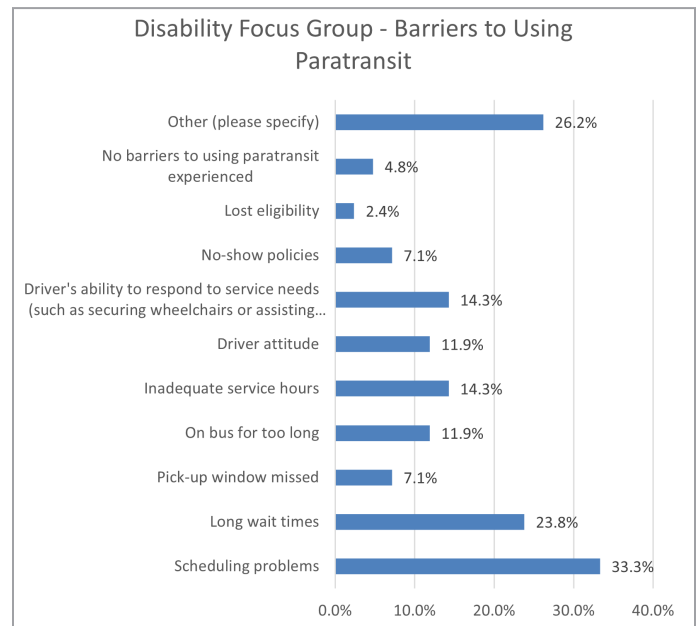
“Other” responses include:

- They need to get rid of labeling buses “D1” or “D2” when the signs only say “D.” It’s super unclear these are different buses because the signs DON’T identify

them as different buses. If they have different routes, which they do, then just call them different things and label the signs accordingly especially so that google maps can also update accurately with the name of the different bus routes. The new system just made it harder for disabled people by greatly reducing number of routes and increasing walking/rolling distance which is impossible to do in inclement weather.

- Free Bus Passes if have a Handicap at all times or applied for applications for free Bus Rides. 03.13.2024@07:16pm.A###W##### Madison Wisconsin USA. Amen. [name redacted]
- Stops have been eliminated that require me to walk further and/or cross busy streets without good crossing options (example Union Corners stop on East Washington).
- Please maximize coordination of plans.
- Everything about the new system has made my life more difficult and stressful. It has been a massive upheaval.

11. If you or someone you know uses Metro Paratransit, what barriers do you or they experience in using paratransit service?



Scheduling problems was by far the most-reported barrier to using paratransit service, with 33.3% of respondents reporting this barrier. “Other” barriers were reported by 26.2% of respondents, and are listed below. Long wait times were reported as a barrier by 23.8%, while driver’s ability to respond to service needs and inadequate service hours were both reported by 14.3%.

Driver attitude and being on the bus for too long were both reported by 11.9%. No-show policies and missed pick-up windows were both reported by 7.1%, and lost eligibility by 2.4%. Only 4.8% of respondents indicated that they do not experience barriers to using paratransit.

“Other” responses include:

- Paratransit doesn’t serve my neighborhood.
- No show policies are unnecessarily punitive. Riders often have no control over missing the bus. For example, if at a medical appointment that goes way later than scheduled or expected. Non-disabled people don’t get punished for missing the bus, so disabled people shouldn’t be punished either. Additionally, I had a driver who was speeding severely, and it was incredibly dangerous, especially because the seatbelts never work right and if I were in my wheelchair, I would not have been secured and would have fallen out. The bus driver who was speeding wasn’t even running late, and I was very early to my appointment. It was extremely terrifying how fast the driver was going. I’d rather be late to an appointment than get into an accident.
- Distance between bus stop location and destination especially in the winter.
- I wish I could schedule same-day. One time with shared-ride, the driver was reluctant to leave the one passenger on-board alone to pick me up.
- I would use if I could figure it out.
- There’s No Open Bar/Tavern to have a Beer and ride. It don’t say anything about alcohol. 03.13.2024@07:19pm. A### W####. [name redacted]
- Higher fare for Paratransit is a barrier for many, unjustly discriminates against target population, and should be available at same or lower fare than regular fare. My able-bodied friend thinks it should be free.
- Problems with phone apps when trying to find routes for places I’m unfamiliar with; seems like a lot of bus signs do not have the #ID on them, which makes it more confusing. For the most part, I think y’all are doing a great job trying to fix things and I don’t encounter that many barriers for my needs.

- I have never used it. I need to have service that allows me to be spontaneous to decide to go somewhere.
- Safety problems – strap placement slid around neck.
- Too few drivers for number of people that use service.

12. The City’s proposed North-South Bus Rapid Transit route map shows potential station locations (from south to north: along Fish Hatchery Road at McKee, Cahill Main, High Ridge, Post, Greenway, and Badger; along Park Street at Badger, Burr Oak, Wingra, Olin, Erin, West Washington, and Regent; stations are currently under construction in the middle portion of the route; East Washington at Milwaukee/North, and Commercial; along Packers Ave. at Aberg and International; along Northport Dr. at Dryden, Sherman, and Troy; along Troy at School, Green, and Murphy; along Northport Dr. at Kennedy and School). This route will replace the current Route B in 2027 or 2028.

Where do you think stations should be located if not where they are shown on this map or listed above? Please indicate street intersections (such as “Packers Ave. at Schlimgen”, or “Park Street at Fish Hatchery Road”) or landmarks (such as “SSM Health St. Mary’s Hospital”).

See maps for locatable comments.

- No opinion. Route B is not going to help me much.
- N/a, just please do not put the shelters in the middle of the road.
- Needs to go to the actual FRONT entrance side of Meriter hospital, not bypass it on the backside.
- Compared to the normal bus routes the BRT stations are too far apart, even for abled body people. Put stops wherever people need to get on. That would be a system designed for the people, rather than a system designed to accommodate BRT. This is true for both East/West and North/South BRT routes.
- Hard for me to visualize, so can’t answer this well until the system is here. For me, the most useful location will be Sherman at Northport, which is listed.
- Please restore service to the 700 block of West Washington with stops at Brittingham Apartments, Parkview Apartments, and Romnes Apartments, and other locations that serve the elderly.

- i don't have suggestions.
- This route completely ignores the East Side. We are given older and more inferior bus models compared to the West Side, and now we are going to be ignored entirely? [Mapped as "East Side BRT"]
- Busses should go down Aberg by Job Service and all the way down Sherman Avenue to North Town Plaza.
- Do not know.
- Packers Ave north port.
- Anywhere along Monroe street from the Colectivo to the Trader Joe's. Ideally by Knickerbocker Plaza. [Mapped as Monroe St BRT]
- Not sure of exact locations, but stations should be situated as close as possible to the entrances of major hospitals and clinics (St Mary's, Meriter, SSM/Dean) and grocery stores.
- Park at Fish Hatchery is a biggy.
- No opinion, this route doesn't serve me.

13. Are there any problems or gaps in the sidewalk network that will make it difficult to reach proposed Bus Rapid Transit stations? Please provide any specific locations, such as street intersections or blocks (for example, "no safe crossings of Packers Ave" or "no sidewalks in Capitol View Heights neighborhood").

See maps for locatable comments.

- don't know.
- I have no idea about this yet.
- Same answer as above-- difficult for me to visualize at this point. I currently use Route B the most, so it might not be great if it is replaced.
- ---- iam not sure what your looking for. But here's an idea, if a person walks on the Sidewalks every Square you walk on makes you cash money, yes each sidewalk Square is a money maker. Use ya cellphone scan it and you make money walking around on the sidewalk(s) in Wisconsin USA us. If don't understand please ask me, Thank you. Wednesday March 13,2024@07:25pm. A### W####. #### Huxley Street. Madison Wisconsin 53704 USA. Fone ###-###-####. Amen 😊♿ us [name, address, and phone number redacted]
- Nothing specific, just too damn far.
- Absolutely essential to put accessible pedestrian signals at Whitney and Mineral Point. That intersection is a nightmare if you are blind (and even if you're not).

- They will be dangerous on these busy streets with speeding and red lights running. I won't use rapid transportation at all ever or will family. Safer to cab or not go.
- Crossing Northport Drive to get to North Town Plaza isn't safe.
- Mineral Point and Whitney, even with improvements will still be an extremely intimidating intersection to cross--far too many lanes and high speeds.
- For me, it is not as much sidewalks (because I just do not go there) as it is curb cuts.

14. Do you have any comments or other suggestions that you would like to share with us?

See maps for locatable comments.

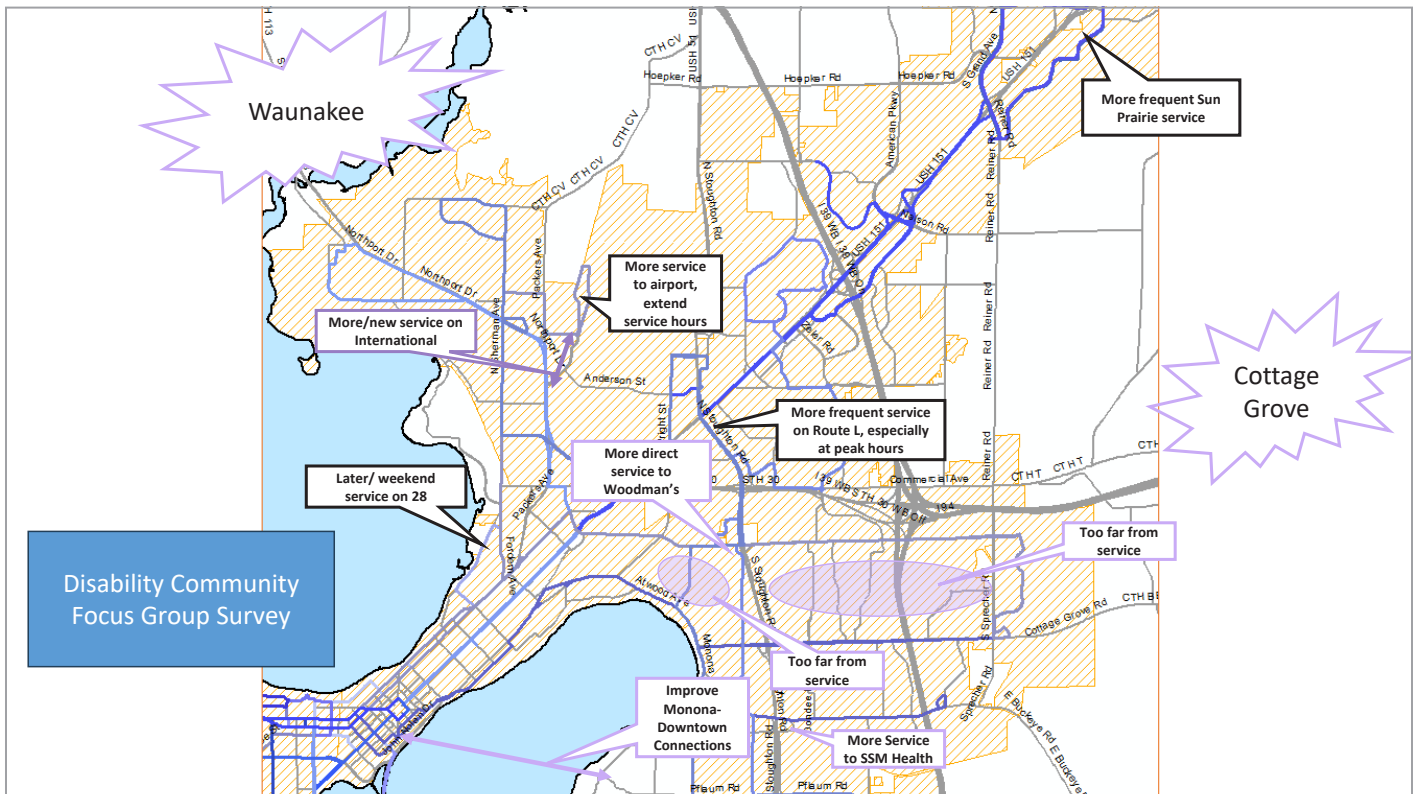
- Please consider including an existing stop into the BRT Rte A this fall, at Wright and Straubel St.
- Yes, the new shelters on Mineral Point Road, while very much needed are placed in the middle of the road. This is very hard for me to cross safely to a sidewalk, especially at night and in the dark. This is not low vision friendly.
- We need more seating at bus stops. It's super easy to do to just add a bench.
- Please listen to the inputs from the disabled community. I and others have provided input many times, including before the last re-design and it seems you are not listening.
- There needs to be an ability to have connections between rapid transit routes. The Fish Hatch corridor and Verona road can't be transversed easily. Elderly and disabled cannot easily get between those areas in Fitchburg.
- Would like to reiterate that it would be helpful to have a flag or other way to indicate to a driver that a shelter is occupied.
- Benches are needed.
- Yes, a ADRC-DANE COUNTY WINKIND VOLUNTEER Coffee Social, UNO Cards Group monthly meetings to complete our 1hour a month requirements ect. Thank you. 🚌🚶GOT COFFEE SOCIAL🚶🚌. 03.13.2024@07:28pm. A### W####. Madison Wisconsin USA. Amen. [name redacted]
- In general, i would love for bus routes to be much more accessible for those who live on the far west and far east sides of madison. the current system

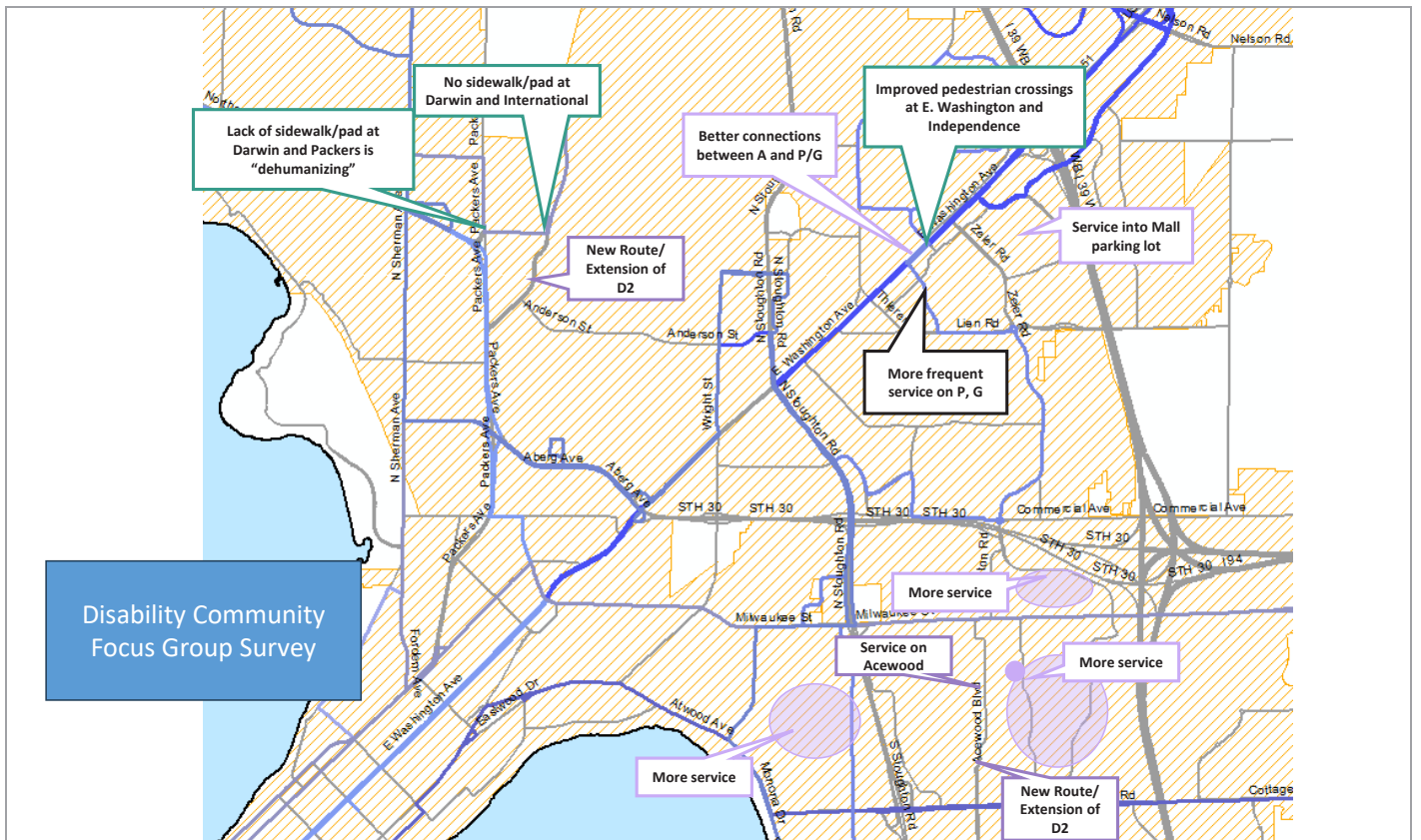
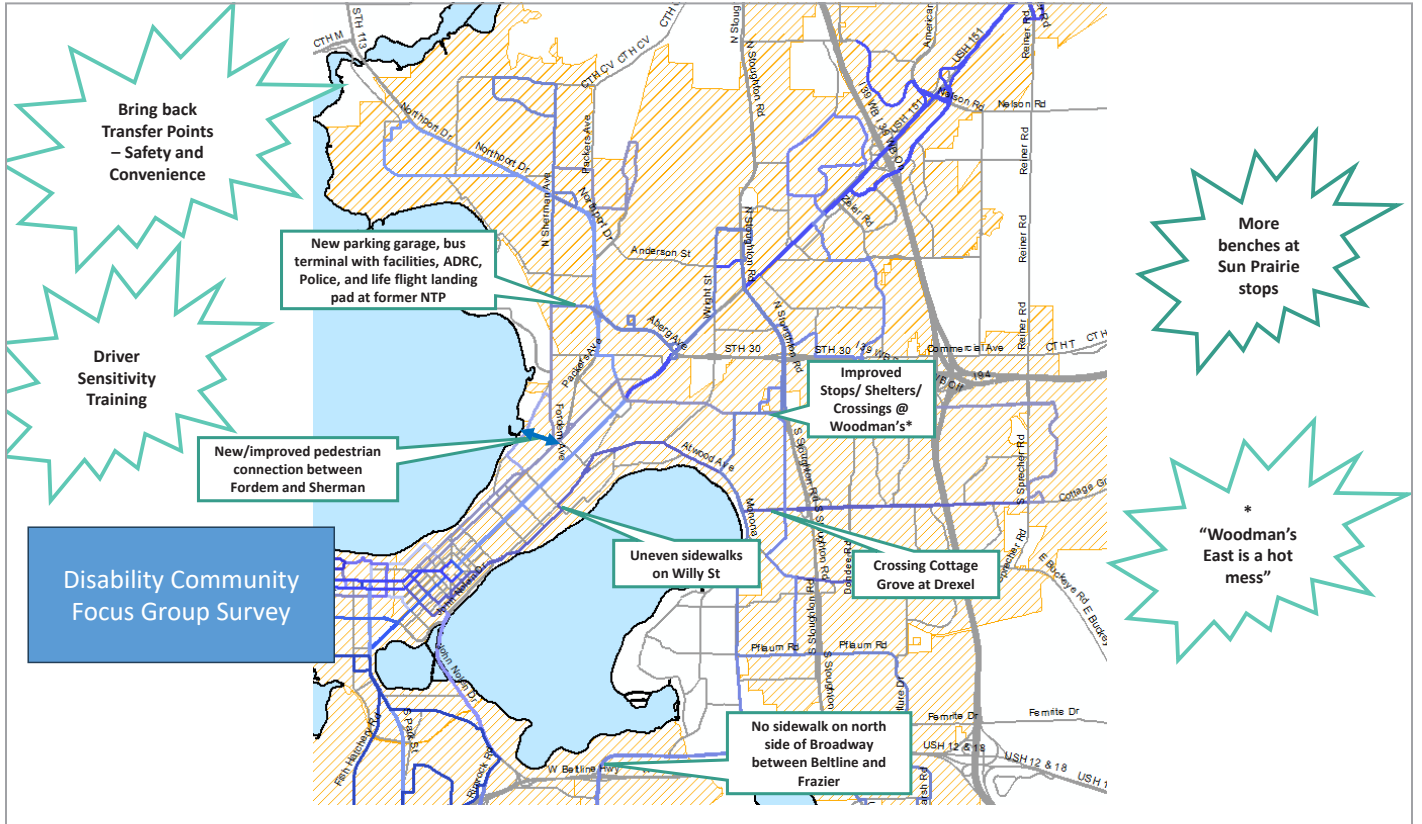
really only effectively serves people who are located more centrally.

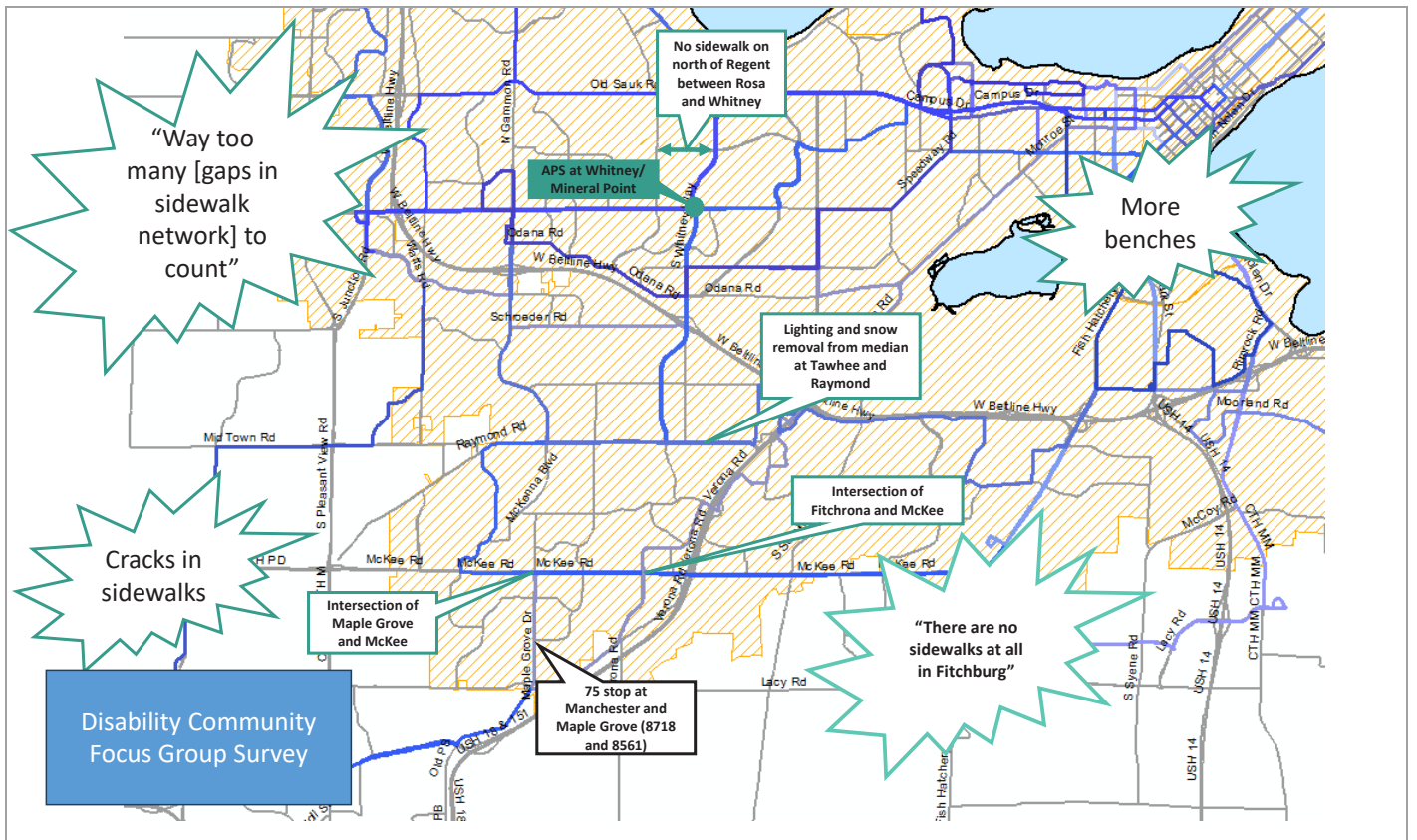
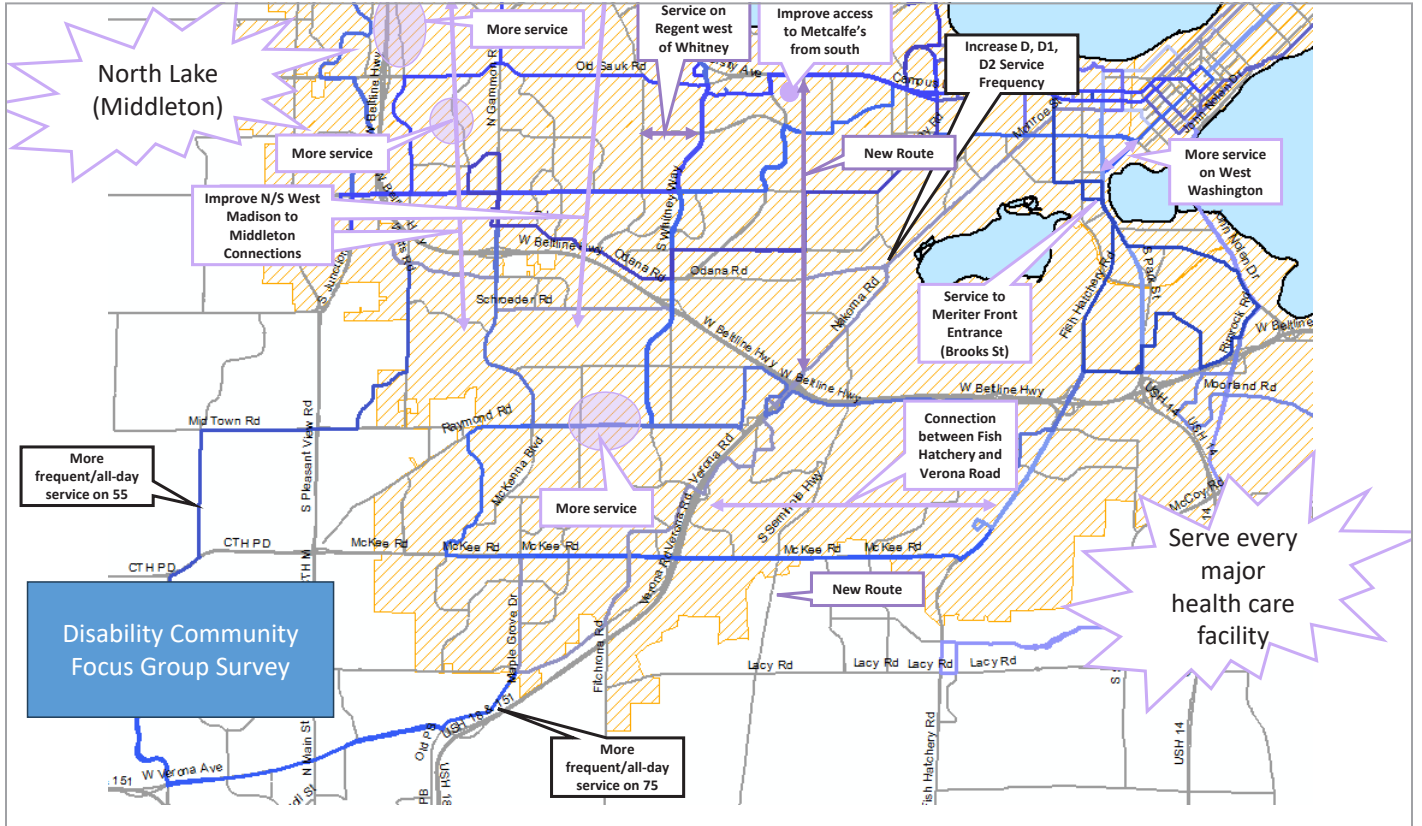
- It has been angering that Madison Metro refused to listen to the concerns expressed here from the beginning and continues to refuse to do so, despite media attention in The Capital Times, Madison365, etc.
- Route A needs extra buses around 4:30-5:30 for overcrowded buses.
- Crossing East Washington is dangerous. I'm not quite sure how the crossing by the stop at Marquette will work (I currently walk to East Johnson so I can have the light and wait for a bus there). I'm also nervous about that stop because I've heard of some crime (a friend was mugged there) because of the pedestrian overpass allowing for some hiding places. Will there be emergency buttons like on campus that call the police? Also Crossing East Washington at Milwaukee and North - that pedestrian light can't be activated from the North Street side (there is no button and the button).
- thanks!
- Stop ignoring the needs of Madison's East side, especially those of us with disabilities. Thanks.
- The new routes have made it impossible for me to get to my doctor and dentist by regular bus. I now have to take paratransit. Its a bummer because I used to

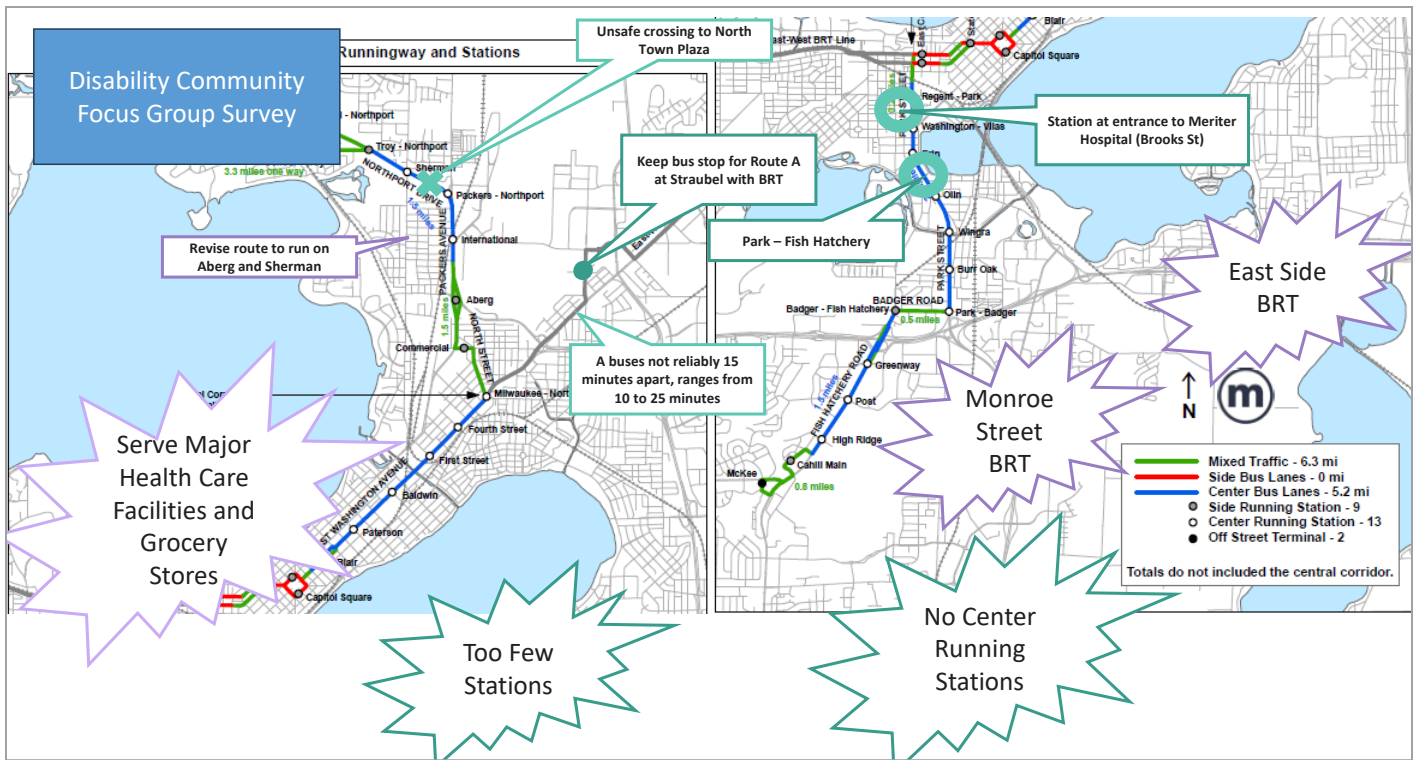
have such freedom of movement. Now I have to be on a strict schedule and plan at least a day in advance.

- Fire the mayor return to neighborhoods don't change pay methods get rid of rapid transit.
- Please bring bus service back to Acewood Blvd.
- Presently the BRT stations near E Washington and near West Towne Mall appear to not have safe wheelchair accessibility to cross streets, potentially leaving users dangerously stranded if they don't catch another BRT.
- Make the bus system more accessible for everyone.
- Literally all I want is weekend and evening bus service back around Sherman and Sherman, it is causing me so many quality of life problems to not have that access.
- Please add benches and shelters to more stops.
- If nothing else, PLEASE add benches. I have limited mobility and sometimes use a wheelchair, sometimes not. But I can't take the bus when I don't use my wheelchair, because I can't stand at the bus stop long enough to wait for the bus. It would also be very helpful if bus stops included a listing (or at least highlights) of where the bus routes stopped - this would allow folks to take less familiar routes without relying on map apps.
- Access to grocery stores should be an important goal.









• Go back to the old routes and transfer points. Stop sacrificing coverage for “ridership”. I live in an area that is now completely underserved by bus routes (Meadowwood/Orchard Ridge area). We don’t all live/go downtown. The few routes I do use run every half hour/hour at best, making them impractical. I’ve mostly given up on the bus, but the only reason I can do that is because my husband is willing to drive me to and from work every day, but this is a much bigger drain on our gas tank and the environment than when I was able to get to work on my own.

Map Comment Summary:

- Increased distances between routes limits access for people with disabilities; this will be exacerbated by BRT station separation distances.
- Sidewalk network requires completion and maintenance (buckled segments and snow/ice removal).
- Street crossings/intersections require upgrades to improve crossing safety.
- North/South connections are needed in both east and west Madison.

Meeting Participant Demographics

1. Are you Hispanic or Latinx?

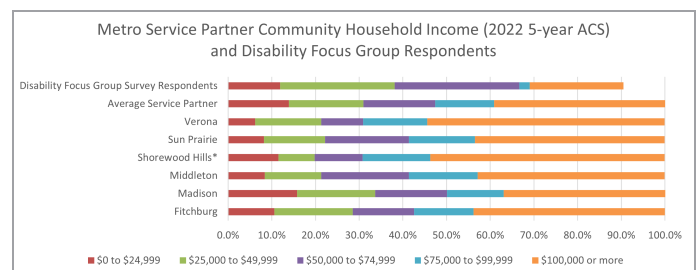
- 2% Hispanic or Latinx
- 2% Blank
- 96% Non-Hispanic

No responses to the Spanish-language version of this survey were received.

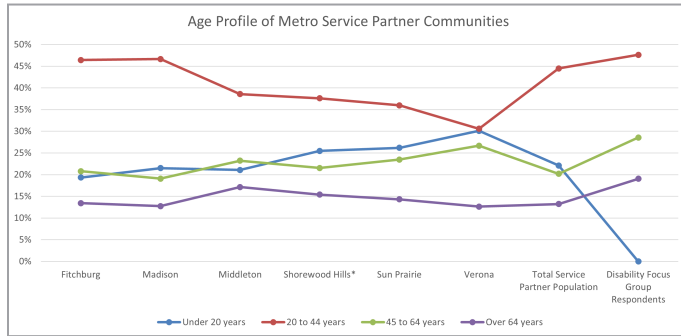
2. What is your race?

- 4% Black or African American
- 2% Two or More Races
- 94% White

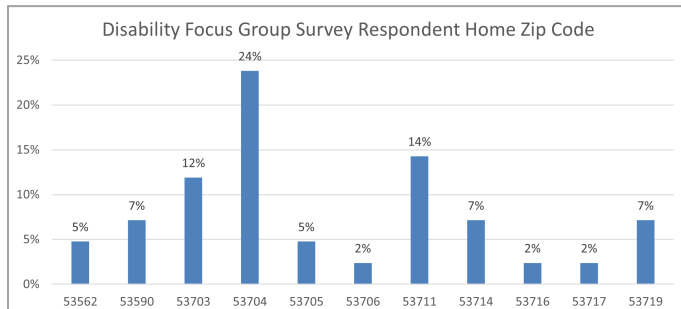
3. What is your household income? (includes all members of the household)



4. What is your age?



5. Zip Code?



6. Do you own or rent your place of residence?

- 41% Own
- 59% Rent

Wisconsin Hmong Association

March 30, 2024: 14 Participants

1. We'd like to learn about your experiences using Metro transit, or other public transit options. Please tell us what works for you about public transit, and what makes it hard or impossible to use.

- The biggest concern participants brought up was regarding safety, especially for elderly Hmong citizens. Asian hate is on the rise, so Hmong community members could be targeted (theft and assault).
 - Participants don't think panic buttons seem very useful, since people may not know how to use them or could be injured/unable to move towards the button. Instead, they would like security cameras at bus stops.
- One person mentioned that they don't speak English, making it difficult to communicate with bus drivers. She had been kicked off the bus before by a driver because of this in the past. Another person was

required to show her ID to prove she was a senior citizen. She didn't have her ID and was also kicked off a bus.

- Key Takeaway: Driver education needs to be a priority. Drivers should have to complete more training to prevent these types of incidents from occurring.
- Some participants mentioned they were happy that transfer points were taken away since people would misuse these spots (lots of homeless people hanging around, smoking, and other inappropriate behavior). However, they indicated that it was nice to have shelter.
- 2. **On the map of the new system (provided¹⁰), the red, green, and dark blue lines are routes that run every 15 minutes for most of the day; medium blue lines are routes that run every 30 minutes; light blue lines are routes that run about once an hour; and, dashed light blue lines are routes that only run during the morning and afternoon "peak" periods (rush hour). Please draw and write on the map you were provided to show any areas you wish had more service, later service, or any service at all.**
 - One participant expressed interest in a route from downtown Waunakee to Sun Prairie (STH 19).
 - Participants indicated that they want more all-day service in the Fitchburg area.
 - Expansion of Route B could help resolve this.
 - Route 65 could have all-day service.
 - Costco's are popular destinations (Sun Prairie, Middleton, and Verona). Would love it if there was more and quicker service to these destinations.
 - There is a Hmong grocery store (Hmong Legacy Market) at 2119 Fish Hatchery Rd, Madison, WI 53713, and they would appreciate it if there was a bus stop close to this store. Currently, there is a stop that is a seven-minute walk away.
- 3. **Are there any obstacles for you going to or from bus stops, such as missing sidewalks, curb cuts, dangerous intersection crossings, or anything else that makes your walking, biking, or other journey to and from bus stops difficult?**

¹⁰ Also available at https://www.cityofmadison.com/metro/documents/network-redesign/june11-service/System_Map_3-9.pdf.

- Many Hmong citizens live in the Bayview community. Some people who live in this area, who now take Route B at Park St., expressed frustration about bus stops along West Washington St. being taken away (route discontinued). The closest stop to them is now near [Meriter Hospital](#), which is too far for them to walk to, especially during the winter.
- Improved crossings of Milwaukee St. and Cottage Grove Rd. are needed since there is a lot of traffic on both streets.
- Participants would appreciate more lighting so that getting to and from bus stops is easier and safer.
 - Some bus stop posts are hard to see since there are no lights. It would be nice to have motion-sensor lights or lights inside bus shelters.
 - As mentioned above, they want another stop near the Hmong Legacy Market. They would also want more lighting in this area and/or some sort of speed control since people often speed and go 40+ mph.
 - There is no lighting from Park St. to W. Washington Ave. There needs to be more lighting and a sign telling people to yield to pedestrians.
 - Participants mentioned that there are a lot of accidents near Packer Apartments (Troy Rd.), and there is a large population of people with disabilities. This is not good for bicyclists or pedestrians. There should be more lighting here.

4. Metro’s service hours generally begin between 5:30 and 6:00 AM, and end around midnight. Do you or people you know need transit service outside those hours? If so, when, and where would you or they be coming from and going to?

- A second-shift worker mentioned how bus service ends right as he is on his way home. He could get on a bus after his shift, but it would not be able to take him all the way to his final destination. He could use transit for his commute if service hours were extended by 30 minutes to one hour.

5. Bus stop amenities such as benches, garbage cans, shelters, and even message boards showing bus arrival times are located – to some extent – based on guidelines in the TDP. (It is worth noting that shelters are built by the community in which they are located (Fitchburg, Madison, Middleton, or Sun Prairie), not by Metro. What do you think about the current amenities at bus stops, and what, if any, are amenities that should be added?)

- There should be QR codes at bus stops that lead people to bus schedules/routes.
- There should be at least one bus schedule in each shelter since a lot of people don’t have access to or know how to use a smartphone.
- Trash cans and recycling bins are appreciated and help keep stops clean, but someone must regularly check on them.
- There is a trash can at one of the stops near Bayview, and it is appreciated.
- Although participants indicated that they are glad that the transfer points have been eliminated, they are upset there aren’t more shelters and benches available. This is especially problematic for senior citizens.
- Participants suggested that shelters without glass walls would improve safety and improve air circulation when people smoke in shelters. This would also help ensure homeless people don’t sleep in them.
- Shelter spaces could be bigger so that more people can fit inside them, and they don’t fill up so quickly.
- There should be more benches at bus stops.

6. A lot of concerns that people discussed today especially impact senior citizens. Is there any other service or way Metro Transit could ease these concerns?

- Many participants were interested in the Dane County Group Access Service and Rural Senior Groups Trip programs and were not previously aware of them.
- Participants would love it if Metro partnered with cultural organizations, such as the [Hmong Institute](#) and the [Southeast Asian Healing Center](#).

Other Notes:

- According to both WHA Executive Director and our interpreter, it is not worth it to translate written documents/information from English to Hmong. Hmong has only recently become a written language and elders to not read it; generally anyone who can read written Hmong also reads English.

Participant Demographics

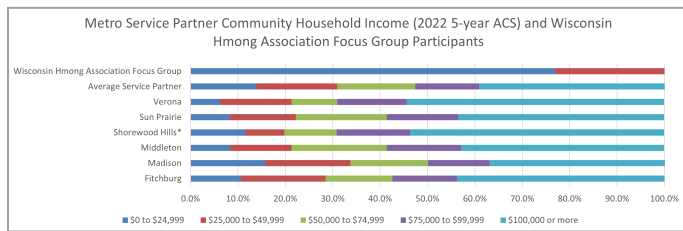
1. Are you Hispanic or Latinx?

- 100% Non-Hispanic

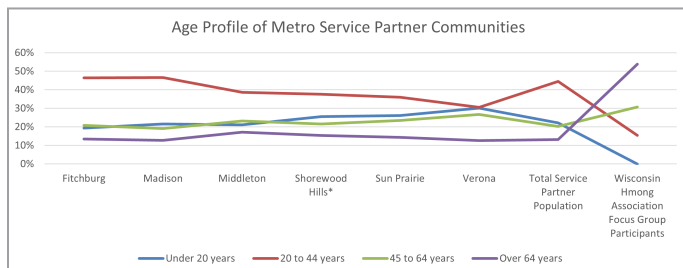
2. What is your race?

- 100% Asian

3. What is your household income? (includes all members of the household)



4. What is your age?



5. Zip Code?

- 53521 - 8%
- 53590 - 8%
- 53713 - 15%
- 53714 - 23%
- 53715 - 46%

6. Do you own or rent your place of residence?

- 54% - Own
- 46% - Rent

Public Survey

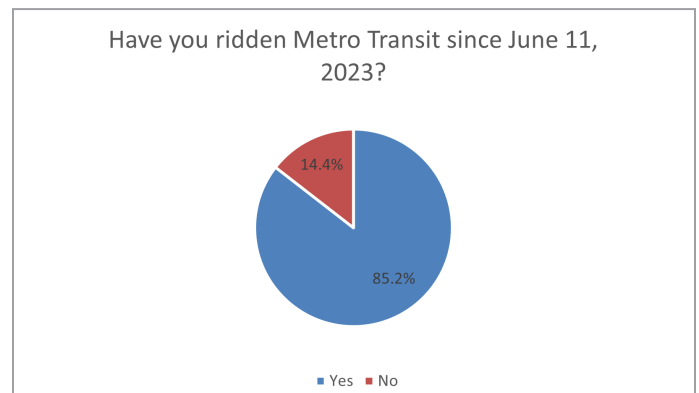
A general public survey was available on-line from May 24 to June 24, 2024, in English, Spanish, Chinese, and Hmong. The survey was promoted through a joint Metro/MPO Press Release, on the MPO web page, the MPO and Metro Facebook pages, and with flyers on buses. Paper surveys could be requested by phoning Metro’s Customer Service line or emailing the MPO and were mailed with postage-paid return envelopes.

Approximately halfway through the survey period, MPO staff compared demographic profiles of survey respondents and area population and found that Latinos and Black/African American response rates were lower than

their representation in the area’s population. Targeted outreach through organizations working with these groups succeeded in increasing the number of responses from both groups, but white non-Hispanic responses continued to outweigh these gains in terms of overall representation. The increased number of responses from these groups also resulted in decreased representation by Asian respondents as a percentage of all respondents. The survey was closed on July 15, 2024, with 1,214 responses¹¹ to the English survey and 33 responses to the Spanish survey.¹² No Hmong or Chinese surveys were completed.

Survey responses are summarized in the following charts, with all written responses to open-ended questions. As appropriate, responses such as “N/A” and “I don’t know” have been removed to reduce document length. Written responses submitted in Spanish have been translated into English and are noted with (SP) following the response. Respondent demographics are reported following survey responses. For analysis of responses from people with disabilities and people aged 65 and older, see the 2024-2028 Coordinated Public Transit - Human Services Transportation Plan for Dane County, which was developed concurrently with this Transit Development Plan update.

1. Have you ridden Metro Transit since June 11, 2023?



2. On the [map](#) of the new system, the red (Route A), green (Route B), and dark blue lines (Routes C, D, 80, and 84) are routes that run every 15 minutes for most of the day. Medium blue lines (Routes A1, A2, C1, D1, D2, E, F, G, H, P, R, W, 28, and 38) are routes that run every 30 minutes. Light blue lines

¹¹ One response was eliminated from analysis, as every option had been selected for every “select all that apply” questions, and all open-ended questions contained references to cheese.

¹² Open-ended responses that were submitted in Spanish and translated to English are noted by (SP) at the end of the response.

(Routes C2, J, L, O, R1, R2, and S) are routes that run about once an hour. Dashed light blue lines (Routes 55, 65, and 75) are routes that only run during the morning and afternoon “peak” periods (rush hour).

Are there areas you think should have more bus service or new service? Please describe locations by neighborhood name, landmark (such as “Woodman’s East” or “Aberg Pick n’ Save”), or road corridor (such as “Old Sauk Rd between Gammon Rd and High Point Rd”).

Responses include:¹³

- Route 38 should restart to go down Rutledge St, etc.
- g, a
- Neighborhood between Cottage Grove Rd and Milwaukee St.
- I regularly ride B There are times I wish the D2 was more regular. When I have to get to Zippy Lube, or shops at Northgate shopping area or Banzos. And back, of course. Actually, I would prefer a greater variety of needs at North side town center, such as optical services. Postal office; but you can not fix everything.
- More buses that run the length of State St. People do work, shop, dine, and attend cultural events on State St. I miss the #6 connecting Regent Street to campus near Park St, and connecting Regents St to West Towne Mall. I live near West High School, and I take ride shares more frequently to get to destinations on the far west side, and to downtown. These are rides I used to take by bus.
- The F bus should run from the Capitol to at least to the main part of Middleton through 9pm (instead of the current last bus leaving around 7:26pm). Many people and students live past the Eau Claire/Sheboygan stop making us have to wait and transfer instead of being able to ride straight through. We need a similar route as the (formerly run) 70 that gave us a straight through route (as more and more students will be pushed further out because the absorbitant housing/apartment prices. Also, it would be nice to have a straight through route for the F on the weekends as more of us will need to get to campus without having to transfer. It would be great if the F could be routed to the campus and downtown Middleton (especially on weekends).
- Old Sauk Rd and High Point Rd
- the used to be bus #6 route that goes to hayes and portage road
- Olin Ave near Romnes Apts. Add more service. Aberg Avenue (job center) Williamson St. near Baldwin. Atwood Ave. Odana Rd. too @ Social Security Ofc. Need last A to go further than garage! It stops running far enough east too early. Midnight to 2 am especially needed weekends.
- The area that first comes to my mind is Seminole Hwy & McKee intersection/vicinity. The walk through Sugar Bridge trail can be awesome, of course! But the mosquitos aren’t :)
- More connections between routes that do not require walking blocks
- East Town Mall!!
- More bus stops at UW clinic on E Wash (bus A) & at Aldi (on E Wash) – More frequent access to Woodman’s East. Do not remove bus stop at Willy St. (Bus C) or Jenifer between
- Oregon area
- I think the 28 should be running every 15 during peak hours (especially between 7 and 9am). The bus is usually packed.
- All bus lines should be every 15 minutes. Short routes.
- Every where
- Every 30 minutes on Standard lines would be better, including weekends. Red and Green Lines are good. Not really familiar with other routes.
- UW Health East Madison
- Bay creek neighborhood - The existing route only goes one way and should be a two way route, it used to go both ways. Many folks no longer ride it going only 1 way, but would if theroute was returned to 2 ways,
- Dashed blue lines - those running from downtown/ Hospital area out to Fitchburg should run more often than at peak times
- Pleasant View Road between Mineral Point and Old Sauk Rd
- It used to take only 20min to get from my home very close to Woodman’s West to UW’s main hospital. Now it takes 50-60min to get there because the routes have all been revamped to service people who don’t actually need them. It’s a joke that Madison Metro believes they’ve helped any working-class people

¹³ Responses such as “N/A” and “I don’t know” have been removed.

with these changes. I have only heard of increased bus travel from fellow riders.

- I'm lucky enough to have two bus routes on my street, but neither go where I need, my kids elementary school, Van Hise, my daycare on Odana, or my work at Verona Library. I've found routes, but their distance walking (>0.75 miles), their time sink (1.5-2 hrs each way) and bus driver dislike of strollers makes the bus not an option.
- OK as is. Like to go from Lake Edge to campus.
- Johnson Street between North St and Ingersoll more frequent service
- More frequent service on the C route, more frequent service for the 38 route.
- Aberg Ave./Job Center area; Odana Rd.(St. Vinnie's & Social Security Iffuce); Willy Street Co-op on Williamson Sr.; City-County Building downtown Madison; North Baldwin /Johnson heading over to Woodman's East--need more frequent service at least Monday-Friday
- East Town - into the mall and return. At West Town - there is at least a ring road and pick up in mall
- I would like to see event related bus transportation to the Alliant Energy Center.
- Woodmans, East Towne, Hilldale Mall - all inaccessible: for instance, why do I have to cross a 4 lane highway to get to Hilldale?
- Outreach LGBTQ+ Community Center - closest stops are almost a 10 minute walk away
- cross-Isthmus connection (e.g. C/D crossing over at 1st St. as in Jan 28, 2022 network redesign draft) would allow direct transfer between A/B, C, & D east of UW campus; increased O loop frequency (≤ 30 min.) to reach east Bay Creak and west Burr Oaks and/or all-day John Nolan Dr. route to connect South Side with East Side (a short car trip, but currently a long bus trip through Capitol Square and UW campus)
- The brag about "run every 15 minutes for most of the day" - doesn't matter because it now takes 40-45 minutes to get to destinations that used to take 20 minutes. Taking the "next" 15-minute bus would exacerbate the problem by another factor of lost service. The loss of bus service to the North side of the city is devastating to elderly and others. The B requires finding a way to navigate over to Packers Avenue which is ill-advised in the first place since it is very dangerous for most and impossible for some, e.g. wheelchair users.
- The D1 line between Woodman's and East Washington Avenue should run every 15 minutes. This is an important connector route to Green and Red lines on East Washington.
- it is much harder to get to UW Hospital than it used to be, coming from either east or west. I'm no longer able to take the bus to work (coming from the west by Crestwood) and neither are coworkers who come from the east (east Wash)
- No not really
- UW-Madison Arboretum, Route C/38, across the isthmus (Blair St or Baldwin for instance)
- gorham street
- Downtown, east side, Monroe street.
- D1
- The H bus is impossible in the winter. Its so dangerous to be walking along the frontage road - there is no sidewalk and they don't plow a path for pedestrians, so you end up trying to walk down the road which is very unsafe because the cars go so fast there and they're not looking for pedestrians. I get that it makes sense on a map for efficiency, but IRL, seriously, why? there are no amenities that are even there for people at night. Wouldn't it be better to get closer to the houses where people actually live?
- D1
- Fordem doesn't need more service, it just needs the current service to be staggered. The 28 and the D come within minutes of each other. If one was switched to come 15 min later it would give better coverage.
- Light blue routes should be more frequent, Route L specifically to make timely connections with Route A.
- Swanton Rd area
- I would really benefit from route 65 running more often, and potentially running further to the west
- I haven't ridden all the buses cuz I'm scared. I'm handicapped with small children
- No
- C - 15-minute service all evening. The near-east side (as far out as Olbrich Gardens) is of particular interest to me.
- Something more direct to get from the University Row or N Eau Claire Ave area to the Westmoreland or

Lake Wingra seems lacking. Maybe a route connecting University Ave and Mineral Point via Midvale?

- Odana Rd. between Midvale and Segoe should have service returned.
- I STILL have not ridden routes (other than those I take to get to work and home) enough to give input. I still find the new system somewhat overwhelming despite using the Transit app.
- I think it should go back to using the transfer points and the numbered system and expand the size of the transfer points by adding an island so that service can expand. It's the only sane way to go about it. Do you ride? Madison is fairly and some of us have ridden since the buses were lettered before they went to numbers. That was hard to get used to but at least it was an improvement. Now a person can't get through on a route without asking a driver or calling metro about where their bus transfers. Further, I think a plan should come in for free/24 hour service and where nobody has to walk more than 2, possibly 3 blocks to get to a stop. I've been attempting to use the buses and I don't see much ridership and drivers are irate, the buses used to be full. Madison's layout is rough traveling by foot or by bike. Standing at a stop like E. Johnson at Butler is so bad with road waste wind that it's impossible to watch for your bus. free 24/7 service would give everyone equal access and omit the need for the mechanical pay and transfer system. It only costs \$2,00 as it is, so it would probably save money to go free. A great service for free has more benefits for Madison than one can list.
- UW campus
- Capitol Square (similar to pre redesign where most routes connect in the square) - university hospital - old university ave (bring the 28 back on there) - Better connection from Dutch mill park and ride to downtown
- Connecting Eagle Heights to the larger network without having to connect through the 80 or 84. Particularly to the BRT stop at University Bay Dr and University Ave. More service should access the Verona park and ride.
- Please service the airport till 1am and start earlier. It would be a life saver, most times i get a flight back to madison arriving at 11:45 pm
- I think that routes that run at the half hour level on weekdays should remain at that level on weekday evenings and on weekends.
- Avery/Shopko pick n save
- Whitney Way
- Route B
- High Point and Old Sauk Rd Heading East Half Hour Times in The Mornings til Noon Weekdays
- BRT should probably be ran every 10 mins or fewer. Route D is very busy during UW's school year and would do great with more often, 28 doesn't fully add enough.
- Regent street between highland and West Washington
- Odana Rd, N. Sherman
- The J and O route is confusing to some passengers. It switches from one to the other on some scheduled times but not on the other; you cannot get back the way you came in all cases.
- woodmans east, east springs dr, target east
- I would love to see more frequent service on the J or the D
- The areas that need service and many more bus stops are Sherman Avenue between Northport Drive and downtown. Also, the routes that formerly served Madison College-Truax from the northside of Madison should be restored without delay. Basically, a re-opening of the North Transfer center and its adjacent park n' ride lots would fix the holes and design flaws in the new system.
- Somewhere on the east side where I can park my car - a lot that has lights. I currently use Olbrich Park as a park and ride but the lot isn't lighted.
- Without additional sources of funding I don't know how metro could provide more service. In my dream world we would have a half cent sales tax dedicated to transit. Maybe then a true regional system could be launched. I a pretty sure there is demand given what happened when the Epic route came on line.
- The L should run twice an hour, not every 1 1/4 hours. Even once an hour is not frequent enough for people who rely on the bus. And the more regular service you offer, the more regular riders you will have.
- McKee Rd from Fish Hatchery Rd to Maple Grove Rd D2 every half hour weekends and holidays Middleton Transfer Pt to Northport Dr & Sherman Ave First St and Williamson to Fordem Ave and Sherman Ave
- Instead of a bus going down Blackhawk on Madison's west side, the bus should go down Midvale Blvd. between Odana Rd. and University Ave. so people can

shop at Hilldale Mall or access Sequoia Library for meetings. Not only is Metcalfe's a full grocery store but the Mall has a whole range of other retailers as well.

- Route 75/55 to Epic would benefit employees looking for mid-day service. I use Route E the most, and while I wish there was more service near Elver Park, I don't think we have the population to warrant the service.
- Entire area. Too far for most people to walk to catch bud
- SW of Meadowood (Williamsburg Way), ALL of Fitchburg (you go to Middleton, but Fitchburg gets the shaft?), Northport Drive area and MATC main campus, more routes stopping at the Dane County Regional Airport terminal with nearby transfers (Milwaukee Street at Eash Wash is NOT nearby), bus service to major employers like Exact Sciences on Ray-o-Vac Drive (why TF is there not door-to-door bus service from one Exact Sciences campus to the other?) service to Woodman's West that does not necessitate crossing one of the busiest, most dangerous intersections in Madison (!), North/South routes on principal arterials (have you even TRIED to get end-to-end on Gammon Road?) and LESS bus service downtown/on the square - that's walkable!
- R1 and R1 should run more frequently
- More frequent service on the R that goes down Old Sauk Rd to the Alicia Ashman Public Library, a new route that goes up and down Midvale to serve the shopping center, grocery stores, library, etc.
- UW hospital/AFCH/VA (University drive)
- odana. The new route J goes less frequently than before the "improvements"
- I think every location needs transit service on a half hour basis. The C bus for example should run either the C1 or the C2 every time, not once an hour.
- Peak hour service along University Ave is much worse post-route redesign.
- You should add a bus that connects South Madison and West over the belt line.
- I'm attending the National Women's Music Festival at the Marriott West in Middleton. Thank you for the ride back to the hotel from Target at 10:50 pm
- Yes, the North side of Madison has lost almost all of its bus service. To replace the former 2, 4, 28, 56 and 57 routes we have to walk to Packers Avenue, where we can take a new B route which, after several transfers and or circuitous new loops, will (sometimes)

eventually serve a destination we formerly traveled to with ease, on the above-named eliminated direct service routes. It is laughable to promote the 15-minute headway; with the extra 40+ minutes now needed to arrive on time, it does not MATTER that the only current option runs "every 15 minutes" as taking the next B will only make one very, very late. To add insult to the service downgrades, the always-full Park & Ride lots at Huxley and Aberg now are closed. Yes, all those bus riders are now likely driving to their destinations. As you may be aware, there is no parking on Packers Avenue (were one willing or able to invest the time that the new B service requires to get to work or medical appointments on time).

- Rosa rd and University Ave
- Personally I wish Route B came further down Fish Hatchery, ideally to the Fitchburg Library/City Hall. As it currently stands the bus is too far away for me to use it much as I would like to. (In fact the one time I tried to look on Google Maps it suggested I drive to the closest stop to me, which at that point I decided I would just keep driving to and from downtown Madison). I am personally a big supporter of public transit, but I can only go so far out of my way to use it.
- WOODMAN'S EAST SIDE LOCATION 6AM-6PM
- John Nolan Drive
- Seminole Highway south of the Beltline
- 5530 Lacy Road, Fitchburg
- I am concerned about the bus stops that are closing. With the more recent change the route for 38 the stop I used to take to/from work closed and, now, there is a notice at the stop on the C line (at Williamson St and S Dickinson St) that the stop will be closed at the end of the year. The C is quite busy and I'm hopeful that the stops stay consistent.
- dont understand why there isn't a direct route to UW hospital from the west side that didn't require transfer
- Middleton in general could use a bit more
- East Washington at 2nd
- Nothing I can think off at the moment but I'll let you know!
- West Madison - Old Sauk through Old Middleton eastbound to the UW Hospital
- 28 should run more frequently, lines from north Madison (Mallards stadium) to UW campus/hospital without transfers, new lines from here and Marshall Park

- in Middleton with less frequent stops to UW campus/hospital.
- I would like to use the bus but don't because it would take 45 minutes to ride the bus from Monona to UW Hospital. This is 3x as long as driving there myself. If there could be rapid transit from a few points in the city to major employers that actually saves time, it would be great. We could walk, drive, or bike to regional hubs and then take a direct bus with no stops along the way.
 - The F line is always packed in the mornings and afternoons. It would be great for this to run every 15 min.
 - More frequent D1 on weekends and later times throughout the week.
 - Nakoma
 - Verona Park and Ride
 - Middleton would be great to have more frequent service with the F line. In particular, the transfer times late at night from the A line to the F makes it difficult to get home late at night, especially with the current construction.
 - I wish the 28 ran later and more frequently. Since the opening of the Bakke, I would like to take the 28 to and from the Bakke to my apartment near the capital, but the times almost never work out. I also wish buses that run through the isthmus ran more frequently than 15 mins.
 - Greenway Station in Middleton to University Hospital via University- currently no direct routes and long travel time
 - no
 - High Road north of Century Avenue, Middleton.
 - Surprised you are not transporting people from park in ride areas more frequently -- Verona Park N Ride for example
 - The D running south/west along the isthmus is usually heavily packed in the morning; maybe increase the 28 during peak morning hours to compensate?
 - High point road from mineral point road to Middleton
 - Service is sufficient for my needs. However, it seems most busses that run from the capital area to the UW Hospital seem to come at the same time. Staggering them better might effectively provide more frequent service.
 - West campus (observatory dr) & hospital from north side neighborhoods (north of northport: school rd, northland, nevada, etc)
 - Route L should have more frequent bus service
 - It would be nice if the route to Epic (route 75) saw more frequent service - I like the current short loop, but I feel like it would be nice if in return, the downtown route 75 skipped Verona and McKee and instead went straight on the beltline until Fish Hatchery north. Actually express service in other areas would be nice - I used to occasionally take the G and H routes, but they were very slow and it would have been nice to have an alternative that used the free-ways to run express from the south transfer point to Woodmans or the West Towne Mall (maybe the F line too?), as well as down Stoughton Rd to connect with the C and D lines.
 - Midvale Blvd-the entire length.
 - I would benefit from bus 28, going west, later in the afternoon. The fact that you guys eliminated bus 2 has been really bad for me and I think many would agree that that route was essential.
 - I mostly go between downtown and Sequoya library. The D1 and 28/D -> J routes are sufficient...I don't see enough other riders when I exit the bus to justify more service. However, when students are in town, there are times in the day when the westbound D1 is packed by the time it arrives to Gorham/N Henry, and once when I was actually not allowed to board. (They are usually also packed when they arrive back around Sellery Hall on the eastbound route, but this is less of an issue for me personally.) I hope that the addition of the Rapid Transit buses will alleviate this issue.
 - Sherman Ave to Park Street
 - F route should be more frequent during peak hours as there is often full buses. Many people get on the bus near the UW campus and get off before the bus gets back onto university avenue from Whitney. People who need to take the route past Whitney can't get on because of the people who get on for the closer stops they have many other routes passing more frequently. It doesn't make sense for the bus to service all of those same stops when there are many other routes on the a route. One other issue is that the trying to get from the capitol to Middleton after 7 or weekends is a not easy because the bus routes do now line up well for times.
 - Things are good for my needs

- Lines like the C and 38 that go across campus and into student housing areas like Bassett would benefit from more frequent service than 30 minutes. The previous 15 minute service was sufficient, and doubling this time is inconvenient. It is also more of a hassle to get to and from jobs when these lines run every 30 minutes.
- Midvale Ave between University Ave and Tokay Blvd.
- Woodmans East; Willy St North Route 4 (northside to square) with more frequent stops
- In Fitchburg, provide a stop near Lacy and Osmundsen Roads to service the Wildwood, Wildwood South and Lacy Heights neighborhoods. Huge population with no nearby stops currently.
- Restore Route 28 service to the North Side, now with new frequent stops along Sherman Avenue, beginning at Northport Drive and continuing to UW campus; reopen the spacious bus shelters on University Avenue; eliminate the extremely dangerous bus stops at Papa Johns on North Street and at the porn storefront on East Wash, thus also eliminating (in the process) people crossing busy East Wash against traffic signals to attempt to catch buses to make transfers that are rarely accomplished; restore service to MATC and make it frequent; route the buses to stop at the large abandoned bus shelters in front of MATC; don't force riders to cross against traffic in the street b/n Anderson and Wright; restore local Northside transit service to MATC Truax - currently riders are required to somehow get to Packers Avenue (near MATC) but then board a bus that runs in the opposite direction and allow hours to ensure a timely transfer on a bus returning back to the Northside (and then only stopping at Anderson and Wright Streets). The Truax campus, like most educational institutions, offers classes on a schedule. The elimination of most bus service to a school is beyond understanding. Students are very aware of classmates who have had to buy cars, or who have had to drop out of school, due to no longer having transportation to the Truax campus that remotely works with their class and work schedules. Some people now walk along International Lane, but that is difficult and dangerous as there are no sidewalks. Reopen the North Transfer Point to serve all the many low income housing projects sprouting up in its immediate area. Alternatively, is the city planning management expecting that these new Northside residents will rideshare to a new BRT stop? That then may or may not deliver them to another location from where they can rideshare again to their actual destinations where they once were able to travel by bus?
- Sequoia Library/Midvale Blvd between Tokay and University Ave
- D2 route is terrible. Hourly service at night and weekends versus half service on Route 18 is terrible. It takes 90 minutes to get anywhere versus 30 minutes. Allies and Belmar is bus dependent with low income diverse area. Di
- More frequent service to further south in Fitchburg. The 75 is most convenient to get downtown but it only runs at peak times. It would also be great to get stops further south in Fitchburg.
- Fitchburg Target. Monona lakeside.
- Aberg pick n save should have a bus there every half hour
- More frequent service on Southside G Line, between South Transfer point to Super Walmart. Earlier service from Southside to Downtown
- I would love more frequent bus service (outside of just peak hours) connecting Fitchburg to downtown. Specifically, around the Swan Creek Park area.
- No issues for me.
- Although you say the R line runs every 30 minutes, it really doesn't. R1 runs once an hour, and R2 runs once an hour. Yes, they both run every 30 minutes up to Old Sauk and Gammon. But if you live West of Old Sauk and Gammon (like I do), the service via R1 is REALLY only every 60 minutes. If I do not catch the R1 I have to walk over a mile to get home. This is UNACCEPTABLE, especially in severe hot/cold/rainy/Snowy Weather. I would like to see the R1 and R2 routes each run their full routes every 30 minutes.
- upper fish hatchery not served by route 'B' it is very hard to cross multiple highways to get to the 'B' the 'O' runs to infrequently. Please increase frequency on route 'L'
- Service north-down down Midvale Blvd to connect the D1/J route customers to the Hilldale shopping area.
- For me personally, the busses run often enough at the times and in the places I need.
- "O" route on South Side -- needs pick up both ways (North and South)
- RETURN route 38 back to old route, new route is severely lacking

- Route 75 should have a couple options that run in the middle of the day (around the noon hour). If I use the 75 to commute into work and something happens where I need to leave early, I cannot and am stuck downtown.
- no
- No
- I live on the north side, just off Packers Ave. I would have to transfer twice to get to UW Hospital 600 Highland Ave. Crazy, not efficient. When I took 28 from the north transfer point, it was 40 min. or less, direct route.
- no other areas that I can think of at the moment.
- No
- prairie road
- Yes I would like more frequent buses along the R1 route between Gammon and High Point Rd.
- My current needs are being covered
- Service farther out into surrounding suburbs.
- For the A, it would be very useful to continue to have more frequent service until 9 pm, as this would make it easier to get to and from evening activities or dining out. I tend to need frequency in the evenings far more than in the afternoons.
- Dryden + Londerry
- Would love to see either extended hours for the 65 to/from Fitchburg or enhanced connectivity to Route B to get to/from downtown outside of the morning/evening rush
- R2 is my route and once an hour is during the day is fine. I desperately need this route to get home from the Square at 10:00pm – please continue running this route late night 7 days a week.
- I wish there was a bus service from south of town (Fitchburg) directly to UW hospital. I was surprised that there were no routes that went that way, especially with the amount of employees that work at UH.
- More routes to the Airport
- all 15 minute routes should be 10 minute headway routes
- Schenk's Corners—the old 4.
- Odana road, Sicence Blvd, Research Park Blvd, all UW Health clinics, especially the Northside and Westside clinics, and the bus routes should pull close to buildings and landmarks. The buses that go to the malls need to go INTO the parking lots, and/or pull around the back of the complexes like they used to. It is so unsafe to drop people off across multiple lanes of traffic. At Hilldale, employees struggle to catch the buses from the University Ave stops after closing shifts. The stops around the back of the mall were so crucial to us to be able to use public transportation to get to and from our jobs. I now have to Uber 80% of the time.
- Old Sauk Rd between Gammon Rd and High Point Rd def needs more bus service. We also need to a better job connecting the North Side with bus service (around Aberg avenue). Allied Drive could use some attention as well because many folks in that neighborhood do not have cars.
- Dennett Drive on Madison's east side, which was formerly served by route 38 before the bus reorganization. This former route ran down the middle of the Eastmorland community, and now people have to walk a long way to get to a bus line.
- Downtown rush hour
- If more service more frequently were provided to the airport on Route D2, it would build demand. That is a route where demand will follow service patterns – within reason. I'm sure you can get information from the airport on when their periods of high volume are and add service accordingly. Saturdays are light; Sundays are heavier. But definitely keep the 30 minute headways at a minimum.
- Commercial Ave. at Oak St.
- East Towne Mall
- Paper pick n save in More routes to the north side taking a passengers either East or West without having a connect to another bus and take over an hour to get your destination. This is very frustrating buses are early and people cannot get their connection to another location because they leave early! Actually could cost me my job.. Today was a prime example. I took the B bus to get down to East high School by 4:00 and East Washington and the bus heading east to my job and Left 4 minutes early which means I had to wait another 25 minutes to get the most bus. This is very frustrating a
- Dutch Mill Park & Ride
- Verona Park n' Ride
- I only ride from Middleton to Madison and UW Hospital and it seems fine to me!!
- more frequent 28 busses. Especially in the afternoon – around 4pm. They are always packed

- GHC Capitol Clinic can still be challenging to get to from East or West
- B should have gone down Sherman Ave for greater residential access
- East Washington should continue to have local service in addition to BRT stops. The planned closure of several stops (and the closures that were done in late 2023) makes the nearby neighborhoods much less accessible on foot. I also believe that lines like the E and O should run daily and later. Entire neighborhoods become inaccessible on evenings and weekends, including places like Olin Park where recreation, music, art, and community gathering are common.
- New service from Sun Prairie park and ride to Walgreens grand avenue
- I love the changes to route B and now ride it frequently because of the new schedule.
- Busses on route 75 are standing room only during much of the peak. I'd love to see more frequent service. Off-peak service would also be a huge help. I'm thinking about taking BRT route A and transferring to route 55 and seeing how that goes. Could be a good off-peak option if 55 ran throughout the day and 75 was peak only.
- near UW hospital
- need A and B routes to go to UW hospital.
- west side/middleton to campus during shift change times
- Between Fish Hatchery and John Nolen. It's hard to time transit out of this neighborhood.
- The buses go everywhere that I need to go frequently, and infrequent trips I can arrange other transportation for. I don't get why the C runs backwards around Highland Ave, though. Is it just for parking before starting the route in the opposite direction?
- 28 route (Sherman avenue) only runs until 6pm
- The 28 should run more frequently to accommodate for Hospital employees.
- It would be nice if the D1 ran more often in the Midvale Heights area, but every 30 minutes is ok as long as it is mostly on time and the bus I transfer to is also mostly on time.
- no
- I would love to see a direct line from the Emerson East neighborhood (E. Johnson at Sixth Street) to University Hospital. Either extend the 28 to that neighborhood, or have a D bus that goes to the hospital.
- Around the hospital I wish the J bus would run every 15 minutes, at least at peak rush hour times.
- I believe that there could be another route added/ a restructured route that services better down Midvale Blvd. At the moment, there are only a few routes that intersect with Midvale and I think that limits the amount of public transportation in that area.
- R2 route-no longer use bus service since the pickup times and lengthy route is not convenient to get to UW Hospital for work. Parking is more convenient and less time consuming.
- Residential areas off Fish Hatchery Road in Fitchburg should get extensions or new services. There were bus lines that originally ran through those areas (such as Post Road, Lacy Road, Seminole Valley, etc) that had bus stops there that were taken away after June 2023. This was a major setback for individuals with disabilities who now have to walk much farther to reach a bus stop. There are many disabled people in the areas of Arbor Hills, Hatchery Hill, Lacy Road/ Cheryl Parkway, and Post Road (southern end). Taking the bus is more difficult for these individuals now. The B should be extended to loop around these areas to bridge this gap.
- Dane county regional airport
- More routes for C-UW Hospital because the bus is pretty full at times
- If the 65 had one more route at the end of its current morning and afternoon service, especially the morning service, this would increase the utility of this route and would help alleviate some of the morning and early evening crowding that occurs on other routes (ex: B, 38, O) especially during periods when UW is in session
- F route should have peak service. I live by Capital and University and the 70, 71, 72 and 8 gave me more choices than the F every 30 min. The buses are packed now between 7 and 9 AM and 4-6 PM so they should go every 15 min
- 80/84 from central to hospital/west end of campus should be every 8 minutes during peak times.
- I would ride the bus if they were more convenient. For example, I can walk to the 65 but with busses only coming every 30 minutes it is not worth it. Especially in winter. The limited schedule also puts one at risk of

running of missing the last bus at the end of the day just isn't going to work.

- Personally, I would like to see the 28 run more frequently at peak times, but I'm not sure the current usage supports it. It would also be nice if the 28 extended just a little farther west, because I come in from Cross Plains, but the University Row stop is easy enough to get to and to park at.
- For me to get from Monona to the UW Hospital where I work, is 82 to 90 minutes not including the walk time. The Monona Transit is 45 minutes. When that goes away (current plans), there will still be no way for me to get to campus without heading first to a connection point or a transfer. The 90 minutes each way encourages me to drive, which is both more expensive and congests the roads. Also, Monona Transit services the elderly. Please build connections with Monona seniors, many of whom have disabilities, to support their transit needs.
- D1, C1, C2 should run every 15 minutes. Woodman's East should have more service.
- Nakoma neighborhood to the UW hospital
- Yes the lines to the hospital (28,38,65, C) should run more frequently as these are the only ones with drop offs at the actual hospital buildings. So really any buses that run in the hospital system on west campus should have increased timetables.
- The current routes meet my needs.
- Areas south of Raymond Road between Whitney and Prairie
- Hello, my family frequently uses the Metro bus service. While we appreciate the frequency of buses, we've noticed that the timing of several bus routes doesn't align well for smooth transfers between buses, leading to longer wait times at stops. We have some suggestions for schedule modifications on three routes: 1. Adjusting the schedule for Route J at the 'West High School' bus stop, particularly around the school release time of 3:37 pm. We propose shifting the bus arrival time to around 3:45 pm (instead of 3:39 pm) to minimize excessive wait times, especially for students heading to afterschool UW classes or the 'University Bay' area. 2. Modifying the schedules for Routes 28 and 38 to improve seamless transfers for commuters traveling from West Madison to WIMR and surrounding areas. This adjustment aims to reduce waiting times at the connecting bus stop 'University Bay and University'. 3. Tweaking the schedule for Route 55 to facilitate smoother transfers

from Route A, thereby avoiding longer wait times at the 'Aldi' bus stop. Thank you.

- The new system is working for my personal commute (which is the only one I know) much better than the old one! Thank you!
- More frequent bus service needed to the health science area of UW - Highland ave. Route C goes there but it only comes every 30 minutes which can be difficult to time for employees and students to get to work on time. Every 15 minutes during peak hours would be a big help. There is a severe lack of parking in this area so more frequent bus service is desperately needed. Additionally, more park and ride options are needed. More parking near BRT routes is needed.
- South Side by South Towne Mall & Walmart, routes from South Side direct to UW Hospital & campus, routes from West Towne mall direct to campus & UW Hospital
- D2 airport should be more frequent to make it a viable option to replace taxi/dropoff
- I appreciate the frequency of service to the north side neighborhoods but I wish there was a way to get from the north side to campus without transferring
- From Kings Mill Way to the East Towne Mall and Madison College.
- There should be buses that run by the hospital later in the day.
- FYI: J is not in light blue on the linked map. Also, please retain 30 min service on the J route at least during peak times.
- Rapid lines connecting the Near East/North (around the end of the B line loop) and the West side of town (Middleton loop for the R2 around Q and M) would be incredibly beneficial for access to the East side from Middleton. Currently there is >1 hour of riding from Middleton to get to the east side, with too many transfers
- there is no service at 623/635 on the map - between Nakoma/Midvale and Tokay/Midvale. We need a route that picks up that part of the street and goes up midvale into campus. And that should be a half hourly route rather than hourly (as is J currently) or a peak route.
- Westmorland to Middleton
- looks good, especially near UW hospital and campus

- R1 + R2 through Old Sauk and Middleton as population on the west side is increasing and so is the need for more frequent service
- C1 at North Star Dr
- Woodmans East to downtown. I haven't been able to use the bus since the change due to lack of service in my area going to where I need.
- In general I think the route frequency is pretty good. I will say, I think the D2 route to the airport might be better served with more frequent service. I've ridden it a few times, and while anecdotally the ridership doesn't seem the highest, it only coming once an hour on weekends is inconvenient. It means you have to plan your day around the bus. Still, it's better than nothing.
- I live on the isthmus and typically don't go further west than campus, so I'm good.
- The F needs to run more often. Most UW employees that live in the Middleton area need to take that line during rush hour. This often results in a cramped and unpleasant ride that is rarely on time.
- A route: have bus stop on the corner of Whitney way and Old Middleton, or have a stop that is closer to University Row and UW digestive health.
- Commercial Ave from North Street to Oak.
- B and O
- Increase frequency for West-East Routes (28 & 38) around UW Hospital to every 15 minutes.
- Tokay and Whitney Way/Segoe area needs more bus routes
- F - university Ave toward Middleton/UW clinics
- R1 needs to run more often. Also since the change I have never made it to work on time
- More frequent service on routes F and R. Rosa Road between Old Middleton and Mineral Point Road. Gammon Road between Old Sauk and Mineral Point Road
- West Wash no bus goes down that street anymore, B has too many passengers because you took away so many other routes, not a happy camper
- R2 needs more frequent peak hour service to alleviate overcrowding (especially the Middleton - Old Sauk Rd/Gammon corridor)
- D1
- Monona, particularly evenings and weekends as Monona transit is only available on weekdays.
- I used the old system in Madison for years, and loved it. I could easily get where I needed to go. Now I am actively avoiding using the bus system because it has become so inconvenient. I can't get from 6th and East Wash to the UW Hospital without a transfer, and there is only one bus I can use to get far enough downtown to make the transfer. I used to be able to catch 4 or 5 different buses to get me within a reasonable walk of downtown or across town locations.
- So far, the frequency of bus availability has been very good and no changes are needed for my commute.
- longer service on 65 (earlier and later). I can't take the bus when I work at 0600, 0630 or 0700--about 1/2 the time and harder to get home if later shifts or forced to stay late) Route from Monona/Broadway down to campus
- I sure wouldn't mind if the 621 would run on weekends so I could ride downtown and back from South Point near the recycling drop-off.
- I'd love if the D1 from Midvale to Whitey Way ran more frequently in both directions, but that's mostly selfish and I haven't really noticed any particular demand that would justify it.
- 1) Extend Route B to Fitchburg City Hall (that short loop that Route 65 takes at the end of its line). 2) Increase the frequency of the D2 airport loop, i.e., not every other D bus.
- More (and possibly more frequent) bus options between Verona and communities where Epic employees commute from. Verona cannot currently handle the Epic traffic - it's causing headaches and delays for locals.
- I ride metro plus. Service is horrible. Why a rider being picked up, they will wait 5 minutes. Where the bus can be 20 min late. Not fair. I have been forgotten. Had to find my own way home. Driver not looking hard enough to find me. Locations being put in incorrectly.
- Fish Hatchery Road north of the Beltline should go back to every half-hour. Also--there should be buses travelling there in both directions like there used to be.
- Park st
- C + 28, near Gorham
- probably not
- From UW Hospital to Junction & Watts/ near West side Walmart/ N Burberry & Watts Rd 1 a.m. or 2 a.m. Work second shift, no bus home during Weekdays

and Weekends. Suggest to decrease other less busy routes to make one late night route at 1 or 2 a.m. if funding is limited.

- I think adding service along Gammon Rd between Old Sauk Rd and Tree Ln would be beneficial as it would help link Middleton and the West Side. Also, for me personally it would be beneficial if the R2 ran more frequently.
- Route R frequency should be increased.
- I wish it was easier to get from downtown to any of the 3 Walmarts in the Madison area. The Monona Walmart is a 10 minute car ride and 20 minute bike ride, but takes almost an hour to get to (depending on where you are) because the G route takes too many curves.
- I'm served well by A and C currently so I'll let others suggest new or more frequent service.
- Route F Allen blvd to uw health. It would also be great if it could go up Highland ave
- winnebago street, fair oaks avenue
- Woodman's east should run every 15 minutes all the time.
- No
- Somewhere near Pinnacle gym in Fitchburg (e.g., McKee and Seminole Hwy)
- Monona near Buck and Honey needs a route that caters to healthcare workers (early AM and late evening)
- more frequent service on the F route on weekends
- Truly would be great to have a way to park at American Center Park & Ride and be able to catch a ride to UW Hospital area, during Monday-Friday for people on this side of town to have a way to get into work without having to pay the ridiculous prices for parking. You used to have a great bus service from the north transfer point to UW hospital, but things started back up after covid that was no longer a super quick ride. What was 35 minutes ended up being almost an hour.
- Please run a buss down Airport Road in Middleton
- ROUTE 28 AND 38 NEED TO BE REINSTATED ON THE WESTSIDE. THERE ARE NO BUSES FROM THE WESTSIDE THAT GO INTO CAMPUS.
- More routes going through the hospital loop without having to transfer or walk up Highland. If you are coming from the west side, only the
- The 75 to have earlier eastward departure times, crowding would be reduced, and service would have greater flexibility if there was a time closer to 4pm or earlier. Additionally, to have times later than 8:12 am westward would allow more time to take appointments and to eat locally in the morning.
- I would love for the 75 (and 55 to not discriminate) to have one mid-day route, at least on a day or two of the week. It is nearly impossible to make appointments on any weekday if using those buses to get to work. A half-day option would be wonderful.
- Increasing or expanding the Fitchburg routes to accommodate likely medical clinic expansions on Lacy Rd in next 10 years.
- Need a line that crosses the isthmus linking the A,B,C and D at some point. Not easy to get across the isthmus between the yahara and the square. No easy way to get to the north side from the Willy street neighborhood.
- Deming Way, between Old Sauk and Greenway
- route 65 needs more buses outside of Peak Hours and should run every 15 minutes instead of 30 minutes.
- Direct shuttle from park-n-ride to UW Hospital, PLEASE!!! Currently, its an hour bus ride from any perk-n-ride to the UW Hospital which is NOT helpful and usually I just defer to driving my car and paying for parking.
- I am writing to suggest the reinstatement of a bus line that previously connected the Monona High School area to the Target and Red Cross area. With the recent changes in the bus routes, this particular line has been discontinued. This has significantly impacted residents, especially students and community members, who now need to take three different buses to reach their destinations instead of the single direct bus available before the changes. The previous direct route was not only convenient but also essential for those who rely on public transportation for their daily commute. Reinstating this bus line would greatly benefit the community by reducing travel time and simplifying the commute for many individuals.
- East Madison Hospital on East Park Blvd.
- Johnson street(near Emerson elementary) and UW hospital/campus. My bus route doesnt go there anymore without a transfer. I stopped riding the bus due

to that and the fact that it increased my commute another 10-15. Very disappointing.

- I can't really complain, I am covered on everything I want.
- Dane County Regional Airport!! Also maybe the Humane Society?
- no
- Route 65 needs more times, especially in the afternoon. You have ride time as early as 6am but the earliest bus that comes is at 3:41pm. There needs to be earlier times in the afternoon maybe at least starting by 2:41
- South Transfer Point East Washington and Marquette and almost anywhere else in town.
- no
- Deming Way
- Extend hours to Route 75, need more afternoon ride times (aka) starting before 3:40pm
- no
- Route E and Route F should extend to include Pleasant View - it would be nice to have service on Pleasant View from Verona to Middleton. Ice Age Falls neighborhoods along S. High Point at McKee are not served at all.
- Not so much as frequent bus service but service that will accommodate all 3 shifts of a job like first second and third
- We need a bus that goes from Midvale/Beltline to University. My route has been lengthened by 15 min as I must always travel into campus via D2 before catching another bus to travel West to UW Health...
- meriter hospital, low income neighborhoods
- I wish there was a D line that also went to UW Hospital
- more frequent routes to/from east and west University Ave to/from UW hospital. Bring back blackhawk/Univeristy stop
- Yes, the Bus Stops that were closer to UW Health in Middleton and CostCo in Middleton need to be returned. They were convenient with walking to work in the mornings and in the evenings after work for Transportation.
- I think that 10 minute frequencies on weekdays and Saturdays on Routes A, B, C, and D through downtown would serve the community better, especially on the lines that will not be getting increased capacity as

they are upgraded to BRT. This would, in turn, result in 20 minute frequencies on routes A1, A2, C1, C2, D1, and D2, providing much better services to some of the further outlying neighborhoods, reducing car traffic on the roads during rush hour, and alleviating the need for parking on/near campus for university employees. I also think it would be worthwhile to identify more corridors through downtown (specifically along the isthmus and near campus) that could be transformed into bus- and bike-only streets, perhaps during specific hours of the day. This could help improve on-time performance of buses during peak hours.

- It covers everywhere I need to go right now. I live along Willy St and mainly travel to UW Hospital for work. I also go to Meriter and EMH and the bus provides plenty of options for me to get from my current residence to the places I need to go
- I wished the dark blue lines (C) was still every 15 when it got later in the evenings.
- The A route should have other buses that overlap with it more. Having only one route that services the east side is a gigantic failing of the new service. It never runs every 15 minutes and buses are always very late and overcrowded. There needs to be a secondary bus line that goes further down east washington.
- It would be wonderful if the J and D2 buses ran every 15 minutes. That would make commuting to and from work so much better (faster, easier and more convenient)!!!
- Route J, by the hospital to the West side of town and vice versa.
- More frequent D1 and 2 buses to Woodman's East. More frequent service on weekends, especially to and from the Square. Taking a bus to the farmer's market on Saturdays is less than convenient when buses run hourly compared to every half hour.
- Pick'n Save in Mc Farland (53558) to U W Hospital Madison (53792)
- I would appreciate if the airport route D2 was more frequent. If I miss it, that's a long wait for the next bus. I also use The Bodgery a lot and I would prefer D2 instead of B to get to where I live from there. If the B route extended South to the Fitchburg center (where 65 goes) that would also be lovely. I would also really like the A line stop at Aldi to be reopened (Lien). Carrying groceries those extra couple blocks isn't very pleasant.

- No, I use the R bus and the 38 & 28 to get between my home (near UW Digestive Health) and work (the main UW Hospital) and I'm happy with their frequency!
- East side Great Dane/ Metro Market on Cottage Grove Rd
- Bus E more frequent route than hourly, and a stop closer to the hospital, similar to bus C's schedule would be ideal.
- I ride the L from the east side to UW Health each morning. It would be nice for this bus to run at least every 30 minutes so when my schedule is adjusted by 30 minutes I don't have to be nearly an hour early to work just to make it on time.
- The new bus routes are just awful. My disabled son now needs to walk over a mile to get to a bus stop. The Middleton route off of highway Q was his stop previous. Most days he just walks the 3 miles to his job as it is so inconvenient. I don't know who made these decisions.
- Jenifer St, Oakridge Ave, Linden Ave, UW Hospital
- From what I can see in the map it does not appear that there is many stops that are needed. I think right now from what I can tell it looks okay.
- Mineral Pt road W of Whitney Way (Garner, Cuna, Memorial) to Regent Street on campus.
- Middleton needs more service, Univerity to Century ave should have more frequent service, if it was more than every 1hour people would be mor apt to use it
- More frequent - J and D1 (Tokay stop and leaving from hospital to return to Tokay stop)
- City of Stoughton
- More frequent busses that follow the 28 and 38 path around the hospital loop and go down University.
- Down fish hatchery out to Fitchburg in the evening
- More frequent bus routes serving University Ave to UW Hospital in a loop. We street park near Whitney Way or further west off of University Ave and would like more than the F route.
- route 28 should run at least every 15 min, busses tend to not run ontime, in bad weather if a bus does not run it is you have to wait a full half hour for another bus, very inconvenient especially after waiting all day.
- Midvale and Hammersley/Nakoma needs a bus stop back.
- I work at Children's Hospital and I would LOVE to be able to use the Verona Park and Ride rather than drive and cause more congestion at the hospital. I think this would service a lot of people who drive from south west of Madison and use 151 for their commute. I've looked into a bus pass in the past and while a bus does stop there, my commute would double each way with transfers. If there were a route that went somewhere along Hwy 151 to UW Hosp/VA even then onto campus or cental Madison I think this would see a lot of use. Even if it were routes just at peak "business hours" such as 630-830a and 3:30-5:30p. I'm very interested in the new RED (route A) line to commute but will need to find somewhere on the west side along the route I can park and bus in to work.
- Woodman's east needs a DIRECT route to Hospital that runs regularly.
- For the 28 route I think it would be beneficial to have it more frequent (every 15 min) during peak commute times. During the school year it was common for the eastbound bus to get completely full and not accept more riders part of the way through campus.
- commercial Ave/ north side near Oscar Mayer needs more service
- Midtown Commons in Madison, the 53719 area, only has 1 bus (55) and it could really use one that has a more direct line to the downtown area.
- route 75 needs to be ran later in the morning and evenings into Verona and there also needs to be weekend service. A new route that goes along Cross Country road would also be useful. I need to regularly get to/from downtown Madison from Verona and it's very limiting. 75 is a decent ride but it needs to be more frequent and during the weekends to be beneficial to residents.
- no
- A - Eagan Rd and East Washington by East Towne Mall and A - University Bay Dr. and University Ave.
- Well - you removed the frequency of service to the Wexford neighborhood, and moved the closest frequent stop a mile farther from my house...further eliminating any thoughts of using the Metro service to get to University Hospital before 6 am, good job!
- I used to get picked up at the Great Dane pub and grill by Hilldale mall and dropped off at the hospital with a few options of which stop I could get off at to get to the hospital and it was great. Now I get picked

up on University after having to walk several blocks to get there instead of less than a block to the Great Dane, and then the bus doesn't stop at the hospital, it stops on University and then you have to cross traffic and walk to the hospital where before I'd have 3 or 4 options of where I could get off and be close to the hospitals entrances. And if I want to get closer to the hospital I have to wait and take another bus. Then to get on a bus to get back to my car it was a simple walk to the bus stop by the nursing school and the bus would be there shortly after 3pm and drop me off at the Great Dane again. It was the #2 route and it worked perfectly. Now it's a major hassle and I have to wake up earlier just to get there to make the hike to the bus.

- Not for me personally, but it's not convenient to go north/south on the west side of Madison, all the routes generally go in an east west direction. Seems there should be a route that goes all the way on Gammon between West Towne and Middleton, all the way on Midvale from the south to University Ave, etc.
- It would be nice if 80 took a longer loop for the employees who have to walk the mile into work that do not have the funds to pay for parking
- A2 and D2 should continue running frequently after 5/5:30 pm. Makes it hard when one has to stay 10 mins after work and it takes an extra hour than normal to get home because buses are less frequent.
- 28/38
- Line 28 needs to run more frequently; every 15 min stops. Since this line leads to the hospital and many hospital staff would use this line if they could catch a bus every 10-15 min. As it is, if you miss a bus you will have to wait another 30 min and may be late for work unless you plan for that possibility and leave for work 1 hour or more before your scheduled time. The drivers don't wait for you if you are 1-2 min late to the stop or even if they are running early and you are there at the stop on time. It is very difficult now. When that route ran every 15 min it was much easier to plan to use the bus.
- East side. Return the 38. That bus is almost always empty. During winter the c sometimes were drop offs only.
- D2 should run every 30 minutes all day and on weekends please, between E Johnson and Northport.
- North side of Madison, area near Fair Oaks Ave and Commercial Ave (near highway 30), South Madison near old South Transfer Point
- Middleton - Allen, University Ave
- NB: your question is incorrect, in that route J is a medium blue, every-30-minute route. Haven't checked the others, but.... I think the areas served by J would benefit if J went downtown and didn't terminate just short of Park street.
- It is impossible for me to take the bus from home to work since eliminating the bus route in my neighborhood. More buses & more routes everywhere with benches at stops would be better than the current system
- The E route on Mineral Point should be more frequent for Segoe/Tokay folks
- Ridgewood neighborhood
- I only ride the E and it goes right from my house to my work.
- When you work at UWHC, you ride the bus to avoid paying for parking. You removed the Transfer Points - so where are riders to park and ride the bus? If you want riders that don't live on a bus route to ride the bus, please bring back the transfer points.
- Hyvee west to Middleton/University Ave
- none that i can think of, however at peak times, I wish the D2 ran every 15 mins as it is my transfer bus home and it is often missed if the 28/38/65 or C run late
- There are too many stops on the A route, and it goes way too far. so if it starts to get delayed at the beginning, usually towards the end of the route it could be 15 mins behind. And over-crowded
- Would like to have the 28 extend further into the north side again - with the new maps, I lost a direct route from my home (near Sherman/Aberg) to UW hospital which has discouraged me from using the bus to get to work.
- I think there should be a route that runs directly to and from UW Hospital ER and Men's Homeless shelter (2002 Zeier Rd). It would only need to run from ~6 pm till morning since that shelter doesn't open till 5:30 pm and then closes in the morning. When the new Men's shelter opens, it should go there instead. During the day, when The Beacon (daytime shelter) is open, the C and 38 routes suffice in that individuals can get on/off at Blair St and get to and from the Hospital ER.
- Please bring back service to the Westmorland neighborhood (Toepfer Ave, Westmorland Blvd)

- An additional line for 65 that starts half an hour sooner in the afternoon.
- The new bus system is a mess
- Healthcare student/shift worker: Sat/Sun/holiday and for very early morning and very late night (ie shift begin/end) taking bus was inconvenient/impractical, and drove for trips under 3 miles. When schedule worked it was excellent as long as driver didn't pass by and was on time. One experience of bus not showing up(!) which is unacceptable for reporting to work (630ish AM downtown). Not seeing viable option for facility on E Cheryl Parkway (Agrace). Current configuration was impractical for trip on N Sherman, about 4 miles, having stuff to carry and needing weekend times and higher frequency than hourly. System is working well for many parts of city and M-F daytime schedules.
- More frequent and direct trips to downtown Middleton and other commercial areas on the west side would provide better access to employment and leisure activities for those coming from central Madison. UW hospital also needs to have better service that prioritizes shift change particularly in the 7:30-8:30 PM and 11:30 PM-12:30 AM windows.
- Bay creek neighborhood (lakeside street between park and John Nolen drive). The 65 is not sufficient to cover this area. As a graduate student at UW, it would be awesome to have additional busses and routes that run longer. Even if the 65 ran later in the evening, this would be great.
- It requires multiple transfers to get to a grocery store from Eagle Heights, especially during the weekend.
- Peak service to and from Sheboygan Ave so that the A, F, and R2 are not as busy. Those routes get slammed during the school year by Sheboygan Ave riders and often there's no space for people whose only bus is the F or R2.
- More service on the Northside
- Widen the B "loop." Have the B line go up School Rd to Wheeler and down Sherman to merge with its existing south route, instead of going straight down Northport. This would have minimal walking impact on anyone who currently lives by the Northport stops that would be removed, while properly servicing the entire Sherman Village Neighborhood. This would also eliminate the need for the L line in that area: it could turn around at Shopko Dr. and not go any farther North.
- Fair Oaks Avenue. Especially between Milwaukee Street and Atwood Avenue. This enables transfers from C to D and vice-versa Also between Milwaukee Street and East Washington Ave to better connect with A and B routes
- Hayes and forest run areas Also have the 55,65,75 do weekends
- Route 75 does not need more departure and arrival times but should have 2 busses at 5:15 if at all possible.
- Midvale Blvd (University to Nakoma), Whitney Way (entire length instead of just fragmented service), both Woodman's locations. An Isthmus "circulator" providing east-west connections in addition to the long routes along the length of the isthmus. Also: service to the higher density apartment complexes being developed on the far west side particularly the southwest side.
- Spring Harbor/Middleton west of Whitney way currently route F
- I am well served by the A1 and S or W. My commute is 1.5 hours each way which is not ideal, but additional routes won't change that. Likely I will have some reduction in commute time when BRT is fully implemented.
- Route D1 (University Avenue between Lake Street and Randall)
- East side, with the new clinic opening
- I think it would help to have more frequent 28 and 38 bus lines running from UW Hospital both east and west during peak shift end times (3PM and 7PM). I've also experienced scheduled buses not arriving at all during these times.
- UW Hospital, Junction Rd between Old Sauk and Mineral Point Rd.
- East Fitchburg along the 65 line as well as McKee Road between Fish Hatchery and Maple Grove should have local service. For East Fitchburg the drafted route 'Z' from lacy to the square was a great idea. Maybe have that serve as a local service especially for the weekend. For McKee Road. The best route I've seen for local service was the old route 59. If it was possible to bring a similar route that can serve that for Maybe merge it with the need for the 'Z' stated earlier would help more service in those spaces.
- Please increase service on Old Sauk Road between Gammon Rd and High Point Rd. Once an hour is not

enough. I just moved there and work near University Hospital. Having the R bus every 30 minutes would help immensely, as would making a new route from Old Sauk that goes up University Bay Dr/Highland Ave for those who work or need to visit the hospital and clinics there. Extending the 28 and/or 38 to reach Old Sauk Rd would be ideal. Thanks.

- It would be nice if the area near Sherman terrace got fifteen minute service during peak periods.
- As an epic employee, I'd appreciate additional 75 trips to relieve some of the compression and unmet demand.
- mid-day service on either 55 or 75 corridor; some local coverage on the far west side (the big empty areas between mineral point/beltline/university/whitney)
- UW Hospital
- I would consider busing to work and back if there more routes or run times servicing Middleton
- J route in the evening heading west from UW hospital needs more than 1 bus/hour Also need better service from Nakoma to UW campus, as the old 19 route provided
- The new service used to stop in front of the UW Health Union Corners Clinic on E. Wash. Two bus stops have been removed from E. Wash in that area (headed outbound). If I want to take a bus home from the Square area, I have to walk home from EAST HIGH SCHOOL. This stinks. I also used to be able to grab a bus headed north on Winnebago at LaFollette (the old "C" line, then the "4" line) and run a quick errand or two up on Commercial, then take that bus right back. Since service to that little section of Winnebago has been lost, I no longer make that run by bus. I'm not walking to East High to catch a bus and I'm definitely NOT taking the bus back when it doesn't cross E. Wash (like it used to do at 6th St.). I am NOT crossing E. Wash. on foot; the traffic is NUTS. I cannot fathom what Metro was thinking to make the bus system so inaccessible and user-unfriendly. If you can't change Metro, more pedestrian bridges would help, particularly by 6th St.
- There is no direct route from UW Hospital to Monroe st area
- The stop at maple Grove & Manchester should be added to the 75 route. It already drives right past it, let it stop there as well. Please.
- Eliminate bus service IN Sun Prairie. Need cab service. Do not need bus service in Sun Prairie. If you need bus service to Madison, use Park n Ride to connect to Madison.
- Middleton
- Residential areas in Fitchburg, and Five Points, have very little service coverage.
- Manley Street to UW Hospital without transferring
- Funny you should mention... It might be nice to have every-30-minute coverage for Old Sauk Rd between Gammon Rd and High Point Rd, since I live near there. Otherwise my family and I have to walk farther to Tree Lane or Mineral Point Rd.
- The airport definitely needs more frequent service, and/or a route that goes more directly towards downtown where people can get on the frequent buses that go out across greater madison
- D1 should have more frequent service, as taking the D1 to the Watts Road transfer point is common and more frequency would be convenient. I also wish the H went further up towards Middleton.
- It would be nice if the 75 also had some service outside of peak hours.
- It would be incredibly helpful if there were one or two buses that ran around noon on the 55, 65, and 75 routes. There aren't any buses that run throughout the day that go all the way to Verona, so having more options other than just morning/afternoon rush hour would be incredibly helpful!
- Rolling Meadows neighborhood. Also more frequent service of "R" line on campus.
- Routes 28, 38, 65 should run later--at least until 8pm. Peak period service should last at least another hour in the morning. There should be direct routes from UW hospital to the Monroe Street area, Vilas neighborhood, Regent Street, South Park Street, Olin, John Nolen. More stops along South Park and Olin
- Routes to Epic should have more times
- Verona Avenue should have expanded service through the day and weekends. Expand route 55 or a new route for Junction Road / South Pleasant View Road / Maint Street between Verona Avenue and Watts Road
- Old Sauk Rd between Gammon Rd and High Point Rd
- Valley View Rd and Sugar Maple In
- I rely heavily on Route B for getting just about everywhere except work and I would be really happy

if you expanded the times where it runs every 15 minutes. I live at Park & Fish Hatchery and take the B up to Capitol Square a lot, so expanding the times for frequent service there (until 10 pm perhaps?) would be awesome. I take the 75 to work and back and am generally pretty happy with it. However, it would make my day if you implemented a single midday 75 run around 11:30 am or noon. It would be super convenient for trips to the dentist/doctor or to catch the Coach USA buses to Chicago.

- More frequent D1 service
- Busses that runs a direct rout from UWHC to the South Transfer Point after 1900. Most people work 12 hr shifts 0700 - 1930 and the busses do not run that late.
- D1 more frequent please
- More frequent D2 service
- No
- Between Epic/DT Verona and DT Madison
- South Park, Olin, John Nolen area needs more stops and more frequent service. All of the routes heading downtown from the hospital should run the same direction on Highland Ave to prevent having to run across the street.
- Watts Road D1 bus should be 20 minutes each bus. That way we would only need to wait 10 minutes to transfer from D1 to D2. Most numeric type buses could benefit from this (e.g. R1 and R2, D1 and D2, etc) since 30 minutes per bus is not very frequent at all.
- New service to UW Hospital from the east side. kwik trip east/woodmans east/ metro market east/
- Might be beneficial to increase frequency of the 28 during peak hours- many people take that route during morning and afternoon rush hours, particularly around the hospital
- Direct route from Verona Park and Ride to UW Hospital
- None
- Yes! If there is a bus that directly goes around the West Towne Mall, Aldi, and West Woodman that would be awesome.
- Elvehjem, East Buckeye neighborhoods (C2 corridor) should be more frequent. Route that goes from that area (and/or far east CGR) directly south and west, to the Park St area/B corridor and then to Fitchburg/Verona

- Increase Fitchburg service - only peak service is insufficient, and consider adding service west on Lacy (between S Fish Hatchery and Osmundsen) and north on Osmundsen to McKee Rd.
- There used to be 3 buses i could take to and from work downtown to/from my stop of University ave and Norman ave, NOW WE ONLY HAVE ONE and because of this the ONE bus we have (F) is so insanely crowded its ridiculous and frustrating. Either bring another route on University Ave to and from Middleton or make the F bus run every 15 mins instead of 30. Also, the F needs to go back to going downtown on the weekends. Now it doesnt and passengers have to switch to the A to get downtown and its really annoying as it makes the A buses extra crowded and takes more time than it should to commute. We are a college city/area. There are LOTS of college kids that commute, not to mention adults like me who work at one of the FIVE hospitals in the area. Us on the far west side need to be listened to and taken seriously because ever since last june when ya'll changed everything the bus system has been a joke!
- Weekend service to 55 or 75 would benefit me. The area around Epic grew in density as the company grew. Having public transportation would help the area grow denser, and it would feed into more riders.
- C - more frequent
- Please have the R1 run more than just every hour. There are graduate students that rely on the bus and live on the far west side (like at the intersection of Old Sauk and High Point Rd, and Sauk Creek and High Point Rd). I feel incredibly limited in the times I have available to leave or go to campus and the A is not always feasible considering it's a 20 minute walk away from home. In the winter months, it feels very unsafe to take the A bus instead (cause I don't get out in time to catch the last R1 bus from campus) as a female student. Or at least have the R1 buses come every 30 minutes during peak times and every hour during normal times like it used to be before the June 2023 redesign.
- Additional service outside of morning/afternoon "peak" periods for the 55/75. Maybe running a shuttle from the ends (ex. Northern Lights) to where they connect with the D and E routes (ex. McKee and Maple Grove) and riders can take the D and E from there.

- Route 55 northbound from Mid Town at Hawks Landing to Junction and Watts on the weekends at least once in the morning and evening.
- I used to take the bus to and from Epic but stopped due to crowding. If there were more busses and the crowding decreased, I'd start riding again.
- I personally would like to see off-peak and weekend 75 routes- as I live in Verona and that would allow me to travel downtown on the bus. Either all the way to downtown, or just the shorter route to Fish Hatchery and Caddis, with a transfer to Route B.
- I think the 75 could have more runs at off-peak hours for people who work shifted hours, as well as D2 towards the airport.
- It would be nice if the 75 ran on the weekends at some times - even just a period of time in the day would be nice - it is hard to go anywhere along McKee Rd by Fish Hatchery without that line. Additionally would be nice if there was an hour or so of time from Epic for the 55 and 75 in the midday for people who need to leave halfway in the day. It would also allow access to the Verona area as there aren't really any lines that go down there besides the 75 and 55
- It would be nice if the 75 (and possibly the other "peak period" routes) ran during the day or had a couple later options -- even something once every 2-3 hours (and maybe once or twice on the weekend?) would be fine. As someone who commutes to work on the 75, transportation becomes a worry when thinking about taking a half day or staying late.
- Dashed Blue lines need more service. It would be helpful to be able to travel to and from work during non "peak" periods.
- I think the 55 and the 75 should run to and from epic more often than just peak hours; maybe every 30 minutes; at least extend the morning peak hours later and the evening peak hours earlier and later. I think many employees are discouraged from taking the bus to epic because of the restrictive hours and those that require the busses to commute would appreciate the flexibility to have more options when they come and go
- Sequoia Plaza - 2 buses serve, but run at roughly the same time, could be staggered
- Manufacturers Drive and Hanson Road (preferably every 30 minutes)
- North side to near east. North coop to woodman's area.
- Living off Midtown Road, Route 55 would be very useful running more hours instead of just for rush hour.
- Buses connecting uw campus and west Towne mall area (many international grocery stores are nearby)
- More direct lines from southwest (nesbitt Rd area) to other parts of west side would be nice so I don't have to go all the way to Monroe St first or wait 20 minutes at McKee. Also a bus line to and from Verona that is not the 75 and goes during the day and not just rush hour would be nice too
- Woodman's East, downtown Middleton, businesses within 1-1.5 mile radius of south transfer point
- Yes, it would be great if the 75 could have more buses in the route and potentially an express option. It would be fantastic if there was a 75 that went straight from the square to Epic. It would also be great to have a 75 in the middle of the day, such that if Epic employees have appointments downtown during the day, they don't have to take a day of paid or unpaid leave.
- C near willy
- The lack of service to Verona on weekends is a major barrier for me that makes it difficult to run errands and have a social life. Even an extremely limited Saturday service would help people who live near Epic but don't/can't have cars.
- Having at least one bus run on the 75 route during the middle of the day would be HUGE! Right now, if Epic employees want to take a half day, go to an appointment, etc., we cannot do it by bus since it only runs in the morning and afternoon. On top of that, shifted admins are unable to use the bus system as there are no busses that run around midnight for second shift handoff to third shift.
- 75 service should extend beyond Capitol Square. 75 should run hourly during non-peak times- people who use the bus to get to/from work should be able to take the bus back home during work hours in case of emergency. I know there are some people who use the 75 regularly to commute to work places that are not Epic - they deserve non-peak bus accessibility as well. 75 should have more service between 7:45 and 9 a.m. - the 8:12 bus from the capitol is always PACKED (standing room only) before we leave the square. However, the 7:27/7:42 bus from the Capitol is not nearly as crowded - the 7:27 this morning did not have anyone standing on it by the time we arrived at Epic. For example, a bus leaving Capitol Square

at 7:57 a.m. would be GREAT. I'm honestly shocked that there's no bus that leaves the Capitol between 7:42 and 8:12 a.m.; I feel like there's a missed opportunity there. Have another bus line to Epic/Verona and back to downtown Madison that passes through Greenbush/Vilas/Dudgeon-Monroe and/or on Monroe street - I'm sure there are people who live there who would take the bus to work if transfers weren't involved.

- F line on Parmenter Street to Epic would be an appreciated new service. Currently to make it to Epic from Middleton would be taking the F line to the 55 line.
- I do not routinely use Metro Transit, but I have a number of friends that do, and having at least one bus run on the 75 route during the middle of the day would be HUGE for them! Right now, if Epic employees want to take a half day, go to an appointment, etc., we cannot do it by bus since it only runs in the morning and afternoon.
- Routes that run through Epic should have at least one bus going both ways in the middle of the day to allow for folks to get home/to work if they need to do half days.
- McKee and Maple Grove
- The neighborhoods between Valley View Road and Mineral Point Road, around South Point Road.
- More buses on 75 and more frequent options would be great. I know y'all are constantly improving that situation, and I appreciate the changes, but it's still not great. I'd also love lines that run along the 75 route on weekends or in the middle of the day, so I can do my grocery shopping/other errands.
- It would be nice if there was a mid day route 75 but I'm not sure there's enough demand for it.
- Having at least one bus run on the 75 route during the middle of the day would be HUGE! Right now, if Epic employees want to take a half day, go to an appointment, etc., we cannot do it by bus since it only runs in the morning and afternoon.
- It would be nice if there were a route that covered Fitchburg on the weekends - for example, it could start at South Transfer, go south along the 65 route to Lacy Rd, go west to the Library/City Hall, go north to McKee, then west to connect with the start of Route E. A weekend route along McKee used to exist, and restoring an infrequent ("Coverage") line could help

make sure Fitchburg residents have connections to the rest of the network.

- I'm pretty sure Fitchburg would have to pay for it, but expanded service to the City Hall/library/business center off of E. Cheryl Parkway would be huge
- One mid-day trip for the Epic routes (55 and 75) would be nice. Ridership is unlikely to justify more than one. An MSN airport express route would be a nice-to-have.
- Route 55 would be very helpful to have more service outside of weekday mornings and afternoons. This would help many employees with needs of travel on weekends and after work transportation for needs outside of work.
- There are now far too few stops on E. Washington Ave., especially in the last 2 miles or so approaching the capitol (approximately starting at First St.). There used to be more stops, which allowed you to get a lot closer to your destination, and those are gone now which reduces the efficacy of the bus line (example: there used to be a westbound stop at E. Washington and N. Webster, which is now gone and the next closest is at E. Pinkney and N. Mifflin.) Please add more stops back!
- The Epic campus. The evening times are inconvenient for many people. Options to leave the campus between 3 and 5 would be great
- It would be nice to have more frequent trips to Epic's campus (lines 75 and 55). Currently, there is only service during peak hours, but many Epic bus riders would like a midday option as well. I would also like direct line between Park Street and the Trader Joe's on Monroe Street.
- Connect the far west side (mansion hill/waldorf) directly to downtown during "peak" periods
- There is a gap in service between route 55 and route 75 towards the end of McKee Rd (Maple Grove to Woods Rd) and the surrounding area where I live. Due to this gap I am unable to take the bus to into work (Epic) which has been really unfortunate due to the unreliability of my car and inability to purchase a new one. The closest bus stop is over 20 minutes away walking.
- Far west side near pleasant view and midtown. the only bus with walking distance is the 55(which is essentially useless to me, being peak only,) access to the A would be great. More service to Fitchburg (and further south in Fitchburg) would also be good

I would take the bus to work in Fitchburg if I could without it being a multi-hour, 2+ transfer ordeal. (pleasant view and midtown to east Cheryl and fish Hatchery). It's faster and easier to bike right now, even in the winter.

- Route 75 – a few more options for leaving DT to Epic slightly later and an option for leaving Epic later than 6:30
- I would like a morning 75 bus that leaves downtown a little later than the current options.
- Fitchburg city hall and library aren't accessible from elsewhere in Fitchburg.
- The route between Capitol Square and Olin Park should be more frequent.
- It would be nice to have maybe one 75 bus run in the middle of the day, to allow Epic employees to take a half day for a doctor appointment or something and still take the bus.
- Maple Grove/McKee area (where D2 and E routes end)
- Can the 75 route run on weekends? I also think it'd be cool if there was a bus service between Watts Rd and Epic Systems' campus
- There should be at least a standard bus line that goes from Verona to Madison (maybe convert route 75 from peak-only). This makes more sense considering the several denser developments that have recently been constructed/currently under construction. Currently, only route 75 serves Verona and really, it just serves to commute to Epic. I think many Verona residents would appreciate transit downtown.
- If 75 could stop at McKee and Longford, it would be more feasible for me, rather than having to walk all the way to/from Fish Hatchery.
- Verona to the Capitol outside of rush hour
- 75 bus route needs increased frequency between the times of 7-9 AM in the broom street. Additionally, the stops in downtown Madison are very close together. Running 1 or two express buses in the morning that skip every other stop would be very desirable
- Please, *please* include bus lines to and from Verona outside the Epic commuter bus. Even just some weekend service with a stop at Main Street/Verona Ave would be fantastic. It would provide so many opportunities to be involved in Madison's activities and events for those like me who either can't drive or cannot afford the gas/parking/etc. Seriously, I'd ride the bus so much if it went out to Verona. I could shop at Madison's wonderful small businesses that I just cannot justify the expense of a rideshare for (let alone a taxi!), develop a stronger social network in our horribly lonely world by attending events and classes, and patronize establishments like the museums or botanical garden. Pre-pandemic, I also used the commuter bus to access appointments in Madison; imagine how much of a boon it would be for patients and healthcare systems to have reliable, accessible transport to their appointments!
- Old Sauk Rd between Gammon and High Point Rd. More frequent service.
- I wish there were a way between downtown and Walmart that doesn't involve a transfer (which makes the trip take a very long time)
- It might be nice to have one or two midday 75 buses from the Capitol to Epic.
- I think it would be useful to have one 75/55 bus that runs around noon in case people are working a half day so they can attend an appointment in the other half of the day.
- The 75 was usually full for the times that arrive at Epic later than 8:30 in my experience, would be nice to have another bus running if that's still the case
- Verona remains isolated outside of Epic transit. Parking downtown is a nightmare and expensive and only gets more expensive the more of us don't have a choice but to drive. Even infrequent routes to and from Madison and Verona on the weekends would be incredible.
- The 75/Epic campus should have more service in the early afternoon. Reverting the route back on to PB as opposed to the current route on maple grove/McKee would also improve service
- D1, High Point and Watts
- 55 and 75 I would love another later bus route for mornings and another earlier bus route for afternoon/evenings.
- Route D should run more frequently on weekends, especially between near East and near West. This is often very full and people take it to get from downtown / Monroe St area (Trader Joes) very often. Route 75 only runs during peak hours, I'd like more service between Madison and Verona throughout the day. To better serve Epic employees, this bus should extend past the square ideally up to Milwaukee st. This also gives value to non-Epic employees looking to get from East to Fitchburg / Verona quickly.

- More frequent bus service for 55, at least during evening hours. Will be nice to have a bus stop at the intersection of high point road and new washburn way.
- A lot of these routes run less often on weekends (A turns to every 30 minutes, D1 to every hour, e.g.). A lot of these serve shopping centers that are likely frequented when people are off work, so this reduction feels kind of strange.
- Every 15 minutes is great for A, B, C, and D, but I'm interested in that being even more frequent, like even every 10 mins. I feel like the more frequent these lines are, the less you have to plan - just leave home and wait at a bus stop, one will be there soon. 15 mins feels just a little too long to go to a stop without planning. 75 bus route would be nice to have a mid-day route
- Verona to Downtown - Service is slow and sparse. Higher frequency and shorter routes will be beneficial; Busses along these routes are often very overcrowded
- I live in the Midtown Commons neighborhood, which is currently only served by commuter service to Epic in the mornings and evenings via route 55. It would be nice if there was an easier way to get up to the new BRT line from this neighborhood during other times of the day and on weekends. This wouldn't necessarily need to take the form of a new bus route or more frequent service on route 55. Even just improved (off-street) cycling and/or pedestrian access would drastically improve the feasibility of getting downtown from the far west side using primarily transit. Right now getting up to the under-construction stop at Watts/Junction requires crossing typically heavy car traffic multiple times, and going up High Point to Mineral Point isn't much friendlier.
- Route 75 Downtown to Epic & Epic to Downtown
- More direct routes from Fitchburg to West Madison/Middleton would be nice.
- It'd be neat to have a way to go from the south side of Madison to the West side without having to make a transfer.
- More times for the 75. Always insanely packed.
- It would be great if route 75 wasn't just a 'peak period' bus line. Being able to take this route during midday or during weekends would be great.
- Should be an earlier bus (route 75) leaving Epic (Northern Lights) in the afternoon. The first afternoon 75 leaving Epic is the only bus I've seen reach capacity and have to turn away riders.
- Epic has better evening bus service now, but still is lacking in late morning and midday options. As a result, employees using the bus have limited transit options for leaving midday, or earlier than 4:30-5pm, despite most buses arriving before 8am (9.5-10hrs earlier). McKee Road should have better weekend service, even if just a 12pm and 2pm, it would allow people to get to and from the Target from the Fish Hatchery Pick n Save Route B.
- It would be nice to have better service between Epic and the university.
- I think the bus loop from epic to maple grove and mckee and around verona and back to epic should be reinstated.
- Most Epic employees who take the 75 are in Downtown Madison. I know there are 2 services (from Epic), one that runs to Fitchburg and one that runs to the Capitol. I think there needs to be a service that only serves Downtown Madison stops to reduce crowding issues in the afternoon. Also, there needs to be more services in the 75 between 7-8:30am. Buses are overcrowded after the first 5 stops before leaving downtown.
- More frequent service to the airport would be very helpful. Monona is sparsely and infrequently served.
- Not that immediately come to mind
- Having 75 service to Epic at off-commuter hours would be nice as it would allow me to take later shifts and work overtime more reliably. Also, the normal commuter hours (especially afternoons) would greatly benefit from articulated bus service as they are almost always completely full.
- Route 75 (the one that goes to the capitol - not the short one) is always completely full, and that is why I stopped taking the bus to work. There should be more stops in the morning and in the afternoon.
- Route 75 to the capitol- busses that leave from Epic earlier in the afternoon would be helpful, especially one around mid-day (11-12) and one around 3:30/4
- The 75 should run more often to connect downtown with areas like the McKee Target.
- Meadowwood Neighborhood
- It would be extremely helpful to have one midday bus for 75/55 for times when I need to get off of Epic's campus for appointments, etc.

- McKee between Fish Hatchery and Maple Grove feels like it should have all day service.
- Fitchburg/Verona
- Any mid-day service on the 75 would greatly increase my ability to get to and from work.
- Anywhere along South Point Rd (1000 Oaks neighborhood)
- Segoe/Midvale/Hilldale area to Epic in Verona
- Routes 55 and 75 to Epic in the morning and from Epic in the afternoon should be more frequent (15-20 minutes instead of 30 minutes)
- I would love more options for the 75 route, such as one running during the middle of the day during the weekdays and occasional service on weekends.
- I would appreciate 75-Caddis having the first bus leave Epic before the first Capital bus, before 4:45.
- I wish the 75 ran on weekends, even if it was only twice a day (morning and evening)
- Dashed blue lines, specifically Route 55, should have non-peak hours, such as during the late morning, afternoon, and into the later evening/night.
- Monona in general (could be Monona RD and Nichols RD)
- Royal Ave Walmart to Capitol Square
- Verona
- South High Point Road between Raymond and McKee
- Verona
- H bus should run on Grandview instead of busy Todd Dr. It used to run the 47 every hour in one direction during the week. Now every 30 minutes every day of the week in both directions. Nobody hardly gets on/off on Todd dr. It would be nice to get some relief of the congestion on Todd Dr.
- No as of yet
- It'd be awesome to have a Dog run route twice/day to Capital Springs Dog Park or other dog park. Great publicity too for a friendly community.
- North and East of Warner Park
- I currently ride Route 28 to university hospital 2-3 times a week. I drive from North Madison (Dakota & Delaware) to pick up the #28 to have a direct route to University Hospital. the once per hour L-line is definitely a limitation for my ridership from my home to the BRT service. Even after BRT is operational, I will need to continue to commute by car (perhaps by bike?) to a direct route to UW West Campus.
- F route should be more frequent
- Old Sauk and High Point need to run more than once an hour. With the busses running late already, if you miss a transfer, you are stranded for even longer. It makes it impossible to properly plan a trip with the uncertainty of the bus times.
- I believe that the C1 route should come more frequently. By the time the route hits Atwood and beyond it is usually packed and then on the way home it is packed up until Atwood again.
- Route E should have continued to provide service to the UW campus rather than routing to the Capitol down W Wash. The Regent Street corridor is now far less accessible for university students. Route O should also run far more frequently to service students in the greenbush neighborhood needing to commute to classes. This could be with potentially one-directional service to/from campus during peak hours similar to the routes that run to Epic.
- I do not support the change to the rapid transit system. I see that metro is stretching their service delivery areas well beyond the Madison city limits which is causing increasing costs and diminished service within the Madison city boundaries.
- O route is too infrequent - needs to be every 30 min in both directions to be useful.
- It would be helpful if E ran through the UW campus on its way to the capitol and more regularly (every 15).
- We need a route all the way down Midvale, from Hilldale Mall to Nakoma Rd, in order to provide direct and easy access to grocery stores, the library, and all the housing along that route. We need a route that closely follows the southern side of the isthmus along lake Mendota (Morrison, Yahara Pl, Rutledge), as the C is too far for many to reach. We need to stop eliminating routes along East Washington for the B when it won't turn into BRT for years still; many of us can't walk all the way to the very distantly placed BRT stops. We need routes that run perpendicular to the isthmus, so that people can get from the north to south shores or vice versa (for instance, from Orton Park to Tenney Park or Christ Presbyterian Church).
- There should be a route that goes from Whitney Way, down Odana to Monroe. The D1 and D2 routes should run more frequently or be split into two different services.

- Within the City of Sun Prairie there needs to be more frequent service.
- Odana Rd; Regent St. between Midvale and Rosa Rd; Rosa Rd. between Mineral Point Rd and Old Sauk Rd.; Old Sauk Rd/Old Middleton Rd between Whitney way and Junction Rd.
- The buses provided should be running more frequently and for longer hours, but ultimately more stops need to be added/added back. Consider having high-capacity buses that also go relatively slowly, covering more stops and allowing for better accessibility for the people most likely to use buses, especially in areas with few bus lines.
- Route e should be more frequent. Also, it is difficult to go north/south when you are on the west side, ie Nakoma to hilldale
- No
- Woodmans East could use more frequent busses. There no longer is a bus that goes up Independence to serve businesses that used to be served. To get to the Atwood bus now requires a 15 minute walk compared to when I could transfer to one at the East Transfer Point with no walking.
- No
- More frequent service on Route L - at least hourly, so the schedule is consistent with other Metro service.
- The D1 and D2 running more frequently would really help my work commute.
- Reopen East Transfer point.
- to and from UW campus and UW Hospital more frequently and reliably. to and from UW campus, UW Hospital, and Monroe street area.
- Hilldale Mall
- I take the D1 and J and I pick it up at tokay and Charles. They should be spread apart a little more so that there is a bus that comes every 15 minutes. It is a waste when they come at the same time since going downtown they go the general direction. Also I think the J needs to go to the capitol. It is so stupid that my partner has the switch buses on campus to get to the capitol for work. It sits on brooks for like 20 minutes and such a waste. He is so frustrated that there is no bus from the west side that go around the capitol.
- The areas were I frequent have good coverage
- Not sure - I use both car and bus, so for medical appointments and longer local trips I usually take my car.
- Yes. I had to stop riding the bus because route R (between Middleton and downtown) now takes too long. I've heard this complaint from many riders.
- I wish there was an easier way to get to more movie theaters near the West Side of Madison via bus. I have to walk 18 minutes from my stop just to get to the AMC in Fitchburg (6091 McKee Rd), and I have to cross big highways which I'm not comfortable with. The same can be said about Marcus Point Cinemas (7825 Big Sky Dr). To get there I need to walk 11 minutes from my stop, and I'm not very comfortable doing that.
- N Sherman Ave
- More frequent service to Woodman's East, especially on the weekend, along with better service to East Madison Hospital..
- More service to Verona. Only service we get is only because of Epic. And they should have more and promoted vs every single person driving their own car. D2 and E should at minimum should go to Verona Park and Ride on East Verona Ave.
- I think bus route O should go both directions.
- Near the airport to those companies.
- The westbound E bus does a last pick up downtown by 10:30pm. It needs to run later. Overture Center and other shows often let out later and this route needs to have pick ups until 11:30 pm. I have noticed that the eastbound E does run later. Please, help out those of us trying to get home that live westbound.
- McKee between Fish Hatchery and 151
- More service needed to Madison's south side. Either more frequent service or a new route that bypasses campus on the way to Capitol square would help reduce congestion and delays during rush hours.
- No
- University Ave West toward Middleton (including nights and weekends)
- Odana/Tokay between Monroe & west towne. Specifically at night when it become hourly as the D1 & D2 alternating ones move from every 15-every 30 minutes. An hour is a LONG time to wait.
- I really feel the D route should run more often, particularly when school/university is in session. The D1 route in particular is very popular and necessary and a 15-min frequency would be extremely beneficial.
- J should run more often during peak times, such as beginning and end of work and school days, as the

bus is crowded with West High students. There's also poor coverage in the orchard ridge neighborhood. I get a ride to Hyvee on Whitney way, or it would take me an hour to get to my destination.

- 55 inside Madison should run every 30 min
- C bus should go to the hospitals and clinics in the park street area without having to transfer.
- I feel like the old way with numbers was better people can't keep up with changing so often
- Frequency always helps but no areas in particular for me.
- I just want my drivers in the morning to be on time, and at night. Also put all busses on the square
- More frequent service at maple grove drive/mckee, more direct route for those who live in apartments on the belt line to downtown, more routes between west neighborhoods such as maple grove to the west town and such
- Entire new service. Go back into housing residential streets neighborhoods. This is ridiculous how it is now. Most useless and harmful to disability elderly low-income
- D2 airport and Nakoma
- 28 should run more frequently
- Commuting from Middleton's Baskerville to work at UW Madison is challenging with once an hour runs or a 3/4 mile walk in winter conditions.
- Needs to go back to the old system. So many easier and convenient spots it used to stop at.
- C2
- There should be a faster route to go to Hilldale Target or Santa Maria Groceries, to go to those places it takes 1 hour to get there if you live on the west side. I live on Midvale Blvd and it takes me 1 hour to get there I take 2 bus!!
- Dept. of Revenue Building
- Mineral Point to Regent to Park St
- Northport to East town.
- F can be more frequent
- Yes
- Cherokee Neighborhood
- Verona
- C1 and C2 and D1 and D2 need to be increased in the frequency greatly. 1hr headways is unacceptable! More routes needed in Fitchburg and Verona, too.
- A large number of staff who work PM shift hours are not able to ride the bus, because by the time they get out if work between 1130p-130a, if there is a bus available when they get off of work they are not able to make a connecting bus to get home. A number of employees who work these hours in critical places like hospitals rely on the bus system as they are not able to afford a vehicle. A lot of times this workforce is of the minority and underrepresented groups- so this only contributes to the inequity of society.
- Move frequent service to UW hospital and campus
- Fish hatchery rd
- Should be strong bus connections to east park medical campus that uw health is opening up for workers and patients
- I have no problem with bus service as long as it doesn't impede traffic. §346.52
- The 38 should run more frequently like the C. That route is especially crowded during the school year, and the 38 helps alleviate some of the crowds on the C. However, they don't run frequently enough (or at a sufficiently different time than the C) to be entirely helpful.
- Sun Prairie/Deforest Area
- I have trouble getting to and from the MSCR west location on weeknights from Norman Way. Would like to be able to get out to night classes. The closer stops were eliminated and now I have a long walk at 10 pm to get to the stop I need. This is tough because of safety and bad weather. I think there should be a stop right at every MSCR location.
- Milwaukee to Fair Oaks Ave to Atwood. Losing the connection that the 7 serviced has been very difficult, as someone without other means of transportation. Now that warmer months are arriving, I can walk, but many folks can't and, frankly, we live in Wisconsin! It's cold most of the time! With the new Voit Farm development coming in and the winter farmer's market at Garver, having any connections to the Atwood area makes a lot of sense.
- Some bus drivers are treating these bus schedules like a joke like I give you example I'll be around at 7:00 in the morning was supposed to be there at 7:00 not 7:15 or 7:16 he showed up at those times and when I got to my appointment I was 8 minutes late
- First Street; Sun Prairie
- S/W need to run later in the evening

- I HATE the new bus system we need to go back to the old! Having fewer stops and longer distances to walk is very frustrating especially for elderly or people with disabilities.
- I live downtown and am retired and so the route frequencies work pretty well for me. I'm still a little challenged to get to park at without transferring
- No new service; improve frequency all around the city, and extend evening/night coverage
- West and Southwest Madison, seems the area around Whitney Way/Odana gets much less service now
- Eastpark Blvd from Sun Praire
- Sun prairie park and ride to American park/ East park blvd. Instead of walking 40 min from Hill Cross.
- The 15 minute routes (A, B, C, D) should have 15 minute service later and on weekends. Route 75/55 should have hourly service during the day.
- For Woodman's East there needs to be a direct route from downtown to Woodman's East and back, running every half hour weekdays and weekends, similar to the former route 5. It takes me 3 hrs roundtrip to shop using current schedules of routes.
- It would be wonderful to restore two-way bus service for Route "O" because I have trouble walking long distances, especially in bad weather.
- Monona closer to Winaqua and Pirate Island. Also! Put the stop that was by Kohl's and Metcalfe's West back!!
- I live in Sun Prairie and was excited 1 year ago thinking I might be able to take the bus to my job on campus. There was no way to get there in less than 1 hour 45 minutes. Will that change?
- My area well served for my needs
- Sun Prairie
- Spring Harbor at University Ave
- The areas now serviced by the J route need more frequent service. For example, Westmoreland, Sunset Village, parts of Midvale Heights.
- McKee road and the Lacy/Rimrock routes should get more service as those are turning into major commute and living corridors.
- I wish the 82 was more frequent and not just in the evenings. I also wish the C was more frequent.
- Route G should have more frequent bus service.
- There should be service going up and down Midvale.
- Need more additional routes from Fordem Avenue/ East Johnson Street to the eastpark street neighborhoods. Having to cross Johnson and East Washington to catch the east bound bus isn't the safest way to travel. So please add more options without having to transfer buses at Milwaukee Street.
- Too many empty buses with only the driver and maybe 0-2 passengers most times of the day
- Entirely new service that goes through the Elvehjem, Rolling Meadows, areas between Buckeye and Milwaukee instead of standing at stops for 15-20 minutes or being "garage" and "not in service" buses wasting time and fuel.
- Walter Street, Eastmorland
- Willy street area, Hoyt Park/Capital High
- The east end of Bay Creek, from Gilson St to John Nolen Dr. Getting to the B is challenging for seniors & disabled folks, especially in winter.
- Access to capitol square from D route
- I wish there was more direct service from the south to east side without a transfer. Transfers can make travel by bus so complicated.
- I'm happy with the service as is, but I have heard that the North Side could use more bus service.
- Restore service to Commercial Ave at Oak Street.
- Drivers are not friendly. Not on time leaving early. Mable Grove area
- Tokay Blvd from West transfer point to Glenway golf course - that section got cut out of the new routes
- Through Bay Creek neighborhood, on Olin, from Olin to the hospital.
- Bay Creek, Goodman Pool, Alliant Energy Center, Department of Revenue. The once an hour, one way route O is a bad idea. At minimum, make it once an hour in each direction.
- Please give the D1 line 30 minute service on weekends!
- Old Sauk and Junction feeding into the A
- I think the D1 and H routes on the westside should have more frequent service to facilitate connection with Route A once its frequency increases. I'm thrilled for the start of BRT service in Madison, and I think getting people connected with that line will be a really powerful action.
- closest bus stop in 1/2 mile from my house. Schroeder, Whitney Way, Raymond Road

- I think new service is needed in areas where the most people have to walk the furthest to get to the nearest bus stop. For example, if 100 people live 1 mile from the nearest stop and somewhere else 1000 people live 0.9 miles from their stop, I would prioritize the latter.
- Fish Hatchery Rd. Service was great there before the changes. W. Washington. The GHC urgent care needs a direct route from south Madison. South Madison lost excellent service on Fish Hatchery Rd and on West Washington to the capitol. This should be restored. Another missing piece is direct service from South Madison to Hildale, it takes forever to get there by bus.
- Raymond Road/S. Whitney Way Corridor more direct service to downtown
- Serving McKee Rd at non-peak times would be great.
- West towne
- Between Broom and Linden during school - the buses get packed
- Sherman Avenue from Commercial to the coop
- The entirety of Middleton. Tbh the medium blue route is false considering they run every hour depending on which sub route you take (ie: R2 is an hour. It's only every half hour because it accounts for R1 heading in the same general direction)
- Truax apartments
- Yes, along John Nolen Dr. Madison Parks & MSCR are now headquartered at Lakeside St. and is very underserved by bus service.
- D does NOT run every 15 minutes because they are two separate routes and only one of them goes near my house and ALL of the businesses on Sherman Ave. I would LOVE for D2 to run every 15 minutes. It would be wonderful if the 28 actually went all the way up to Northport and Sherman so that people don't have to take a bus for 5 minutes (the D2) just to get on the 28. Tons of people work at the UW Hospitals and live in the north side. D2 should be more frequent b/c it should be the main north side bus -- it goes by all of the things. There are almost no businesses on Packers Ave so why is the "B" the main, more frequent bus? Run B and D2 every 15!!!
- I've been taking the bus for years. I live on Swanton and Milwaukee and was sorry to see the buses on Swanton and also the ones on Acewood connecting Cottage Grove Rd.
- The system is completely f-ed up. I can't get to the Northside from the Eastside. I can't get to the Capitol from the Eastside as I was able to do for 50 years. MM took 3 routes off my street. I have mobility issues. I now have to walk 1/4 to 1/2 mile to catch a bus. The app is totally unreliable
- there definitely needs to be more frequent busses around the greenbush area, particularly south of regent street by meriter hospital or brittingham park on west washington. the busses currently available to not meet current needs in terms of frequency or location, especially if you're trying to get to UW hospital and school of pharmacy from this area, there are no good options to choose to get there in a timely manner. For example, the line that brings me the closest to the hospital is E, and i still have to walk a decent length when it drops me off and it only comes every 30 mins, i have to walk almost a mile to university ave to get to the busses that bring you to the hospital more directly and frequently. it would be great to have more lines on west wash or in the greenburg area that allows us to get closer to the hospital more frequently.
- Sherman Ave , n Sherman Ave, fordem. Also the B should not stop for break at n Sherman and northport during rush hour.
- From the edge of Monona to the airport
- Fine as is.
- More frequent
- P needs to be fixed. The portage area neighborhood used to have functional bus service now it is HORRIBLE
- More bus service to fitchrona Hy-Vee, target, Aldi area. More frequent service in the ramisch, Westhaven, maple Grove area. Service
- Where to start, perhaps back in Senior Housing Apartments on Packers Ave UW Union Corners State st Porchlight Men's Shelter on East Side
- Transit both ways on Fish Hatchery Rd. north of Badger Rd.
- Dairy Drive - Milestone Democratic School
- No
- Sheboygan Avenue should be connected to the UW and VA hospitals more frequently due to the number of graduate/medicine/pharmacy students that live there
- Medium blue lines

- Trader Joe's. Observatory drive (28/38) needs to run later in the evening (at least until 7pm).
- Meadow neighborhood
- Route 28 is a commuter route that should run every 15 minutes. Route B doesn't support many commuters and has no reason to run every 15 minutes. The majority of people who ride the bus are students and commuters, so the routes that support those groups should take priority in terms of sensible commute times and routes.
- It takes hours to get where I need to go on the current system. I live on the east side and can easily access routes C and D. Yet it still takes me over an hour to get to the East mall, that is 3 Mike's from me. The same is true about most places, even not considering things I need across town. I've lived in a few cities and have done a lot of work comparing various urban areas for accessibility. Madison's system is among the worst I've seen for cities this side. The system needs a functional redesign that includes case studies from riders in various areas to ensure access in 30-45 minutes across the city. I also ride paratransit and am amazed by how limited it is. The fact that it doesn't go to Epic is one of the worst parts, because that's the largest employer in our area. I can't even get to church (Blackhawk, again one of the largest...) on the system. It's a very inaccessible city, and it's honestly embarrassing. But for some reason, it seems that people like me, the ones who can't drive and are limited in life due to limited transportation, don't get a seat at the table. Surveys are fine, but the ridership should be much more involved in solving these issues.
- The Capitol-University corridor should be more frequent.
- I would love to see service from Seminole highway in Fitchburg (starting at Lacy down to Regent, into downtown, or alternatively down Midvale, continuing onto university connecting to route A BRT. Many blue routes need to be simplified and primarily stay along a single roadway instead of constantly veering off into random subdivisions neighborhoods. I would prefer to see fewer, faster routes, along main roads (Midvale, Segoe, Gammon, Mineral Pt) That would position metro to expand those routes into future BRT. These updated routes should also be upgraded to 15 minute frequencies. The blue routes should be simplified similar to A & B. I would also like to see a plan to get A&B BRT headways down to 7 minute headways. Other lines should target 15 minute headways at peak hours.
- I have been inconvenienced ever since you changed to the overlay. I miss the bus stop at the bottom of N Blackhawk/University. I now have to walk farther to GET ON the bus and farther once I GET OFF. Route E is also not useful. I am a 35-year Metro rider, but the latest changes are not convenient. It also seems the bus drivers are confused. I cannot figure out where the bus stops on the Square and where to get on. The big stop in front of the Veterans Museum is no longer there. You signage on changes is very poor. It is a total mess. Give me the old system.
- I think all routes should have as frequent of service as you possibly can, as availability and flexibility in travel are the ways you increase ridership among people who would otherwise drive. The route design can be amazing, but if it doesn't come very often, no one will take it unless they have no other choice. Please add a bus that goes up and down Midvale/Verona.
- There needs to be service to more useful locations from the Wheeler Rd/Sherman Ave area. Before the service changes, I had relied on the route that goes downtown.
- Gammon
- I primarily ride route C and it often has issues where buses get stacked close together, arriving at similar times rather than 15 mins apart. Am frustrated that there is no longer a route that goes down fair oaks.
- Verona to campus / downtown - a faster / more direct route. Fish hatchery to the hospital without having to switch bus. Ideally, a B line that alternates turning east towards downtown with turning west towards the campus and UW Health.
- More service to the Triangle and Greenbush, it's very difficult for my commute to have to wait a half hour between busses
- West Towne Mall
- I think the new system is very good, so I wouldn't change much
- Southern part of Sunset village
- Mineral Point Rd between Whitney Way and Speedway. Hilldale Mall area from the south (service already great E/W, but no service from Midvale/Fitchburg/Verona).
- D1 should run more frequently!

- J route from mineral point to brooks needs more frequent service during rush hour
- Airport. There is no useful transport to and from- this used to be a real plus. Now, even though I am 2.5 miles from the airport it takes me two buses, 45+ minutes on those buses, and I still have to walk, in total, over a mile. The North Side and the East Side do not meaningfully connect anymore. I used to be able to enjoy the Willy Street/Atwood areas. Now I only walk there or take a cab. The bus doesn't even cover half the distance. More service on Sherman/Packers/Shopko drive area. This is really one of the only supermarkets in the area and it would be nice if the bus could help with access.
- I use the A and B and am happy with the frequency
- The Bay Creek neighborhood and the southeast side, Bram St. area, are not well-served. The O bus is not frequent enough and doesn't run both ways, like the old route 13 did. There are lucky riders and riders who are left behind.
- current service is adequate for my needs C and D routes
- Olin Avenue, Regent Street
- 1. Have the E bus go around UW Hospitals like the J bus does, so I could get there from my location without a transfer (I am in my 60's). 2. Work with Van Galder to make busing to their in-town or Dutch Mill pickups do-able in a reasonable amount of time. The in-town site should have restroom and a place to get some water (did I mention I'm in my 60's?). When they switched from Memorial Union to the Lakeside (?) site it was a real loss for me. 3. SCIENCE DRIVE! I used to be able to take a bus to the UW Health Fitness center. Again, I need to avoid ice, I'm in my 60s.
- I think the D routes should be more often
- Verona
- Green and red should run every 5-10 once BRT is open. Dark blue is good at every 15. F, R, J should run every 15 due to size and direction of the roads they run on, to provide noticable advantage over driving.
- More service on Mid Town Rd.
- Something further down 51 for Deforest Windsor folks to catch bus.
- Yes at 7502 mineral point they took the bus stop away, I'm disabled I ride the bus sometimes I'm on a scooter if I get on the A bus I'm going pass my stop and when I'm in dropped off I'm across the street on mineral point. A person was hit and killed on that same street in his scooter and I don't want to be the next one. The J and H bus is far from me as well. What happens on those wintery days that I need to go to woodman west and the sidewalk is full of snow? Ride in the street to get to the bus ,which is by the mac and cheese restaurant I believe that's Westfield and mineral point. They messed this whole system up and for me to go to church I catch and A then wait for it D it feels like eternity because it suppose to be a bus waiting but it's not, so I stopped going to church that way. I don't know who decided to change this whole system they really messed up this time.
- Please restore service to the Wexford neighborhood.
- I take routes F and/or R every day. It's misleading to say route R runs every 30-mins, because westbound they are split into R1 and R2. These are two different routes and each only runs once an hour, so people who need R2, for example, only have one bus an hour. Bus routes in the afternoon going westbound from downtown/campus must be more frequent. There are simply too many people for two few buses, and buses are entirely too overcrowded from 4-6pm every week day. There needs to be a more direct express line from Middleton to downtown and back each work day, like there used to be (i believe they used to be lines 70 / 72?). Instead of express lines just going along University, they meander through so many different neighborhoods, my bus commute has more than doubled in time.
- The A bus is normally PACKED and doesn't come every 15 minutes
- It would personally be nice to extend the routes that currently terminate at Sprecher and Cottage Grove so that they connect to Hwy 12/18 via Vilas Rd (or whatever the better long-term route is expected to be with the potential freeway conversion)
- None
- D2 down Sherman should have more frequent routes
- I live in Westmorland and almost always bussed to work at Meriter. There's not a timely and dependable way to get reasonably close to the hospital now. As someone who has to clock in by a certain time, I can't risk the timing instability that used to be quite accurate with the old 6 AND add the walk from Monroe Street to Meriter. I really miss taking the bus and wish it served to that hospital area better.
- Routes that merged together former 17/31 too long of route/wait times - for near north/east residents to get to Woodmans and south east side/Monona. Changes

also effected me personally with route stop at Old Sauk/High Pt - can't catch late bus home for 2nd shift and have to almost an hour early for closest stop. Have to bike and bus for most time efficient routes. Still 1-2 hrs time need to cross town for work. Service to Monona for myself and disabled client I work for.

- UW Hospital earlier and later service + 24/7 service
- I would love the 65 to run more consistently throughout the day!
- So far it's been okay where I board and get off. However, more service going east with route A2 would be nice around 4:30 when UW students are here. Bus is overcrowded.
- Airport needs more frequent service. Also the alliance energy center.
- D1 and d2
- Park St, East Washington, Willy St
- No, the buses come sufficiently frequently
- Kwik trip on mineral point rd near dnofrio dr west bound and the stop across headed east. it was a convenient stop that was nearer to businesses.
- Monona NEEDS Metro bus services
- PUT THEM BACK IN THE NEIGHBORHOODS like they were. This crap with rapid transit is just plain stupid and dangerous. Stops over half mile apart. Not stopping at stores doctors elderly and handicapped buildings or low income. Put them back
- Pleasant view industrial park in Middleton. The far end of the R2 bus in Middleton needs access more that one an hour if you want people to actually ride the bus.
- Branches of D need more frequent night and weekend service. Also the neighborhoods off of Mineral Point west from Junction, and from High Point Road (Starr Grass, Waldorf, Mid Town) to the southwest get very little to no service currently, even though there are large concentrations of apartment buildings.
- Should have never killed the route of the 6. I live on Portage and you basically ruined my entire commute.
- Bus 28 by Sherman and Sherman stopped showing up on time, and sometimes stopped showing up at all. Walking to other bus stops was simply too far, especially after walking to this stop, waiting, and then having to walk a long way to entirely different stop. I often had to spend hours trying to ride the bus for rides that took 30 minutes before. It rendered the en-

tire Metro service useless to me. After having ridden the the bus since 2016, I had to give up riding the bus.

- R1 needs more frequent service. It used to have 30 minute frequency during peak times and now is hourly. This is not frequent enough for the intersection of High Point Rd and Old Sauk which has a health facility, public library, church, and other important services in the area store front.
- An entirely new service. Destroying the transfer points was a catastrophic decision for those us who rely on the bus system for going everywhere. The current bus system was only designed for students and people going to the "work centers. Rides are longer, sometimes much longer, extremely limited options, require long walking times, and have the same amount or more transfers.
- I think the C and 38 should run every 15 minutes during the college semester. These busses get full very quickly during this time frame and it is difficult to get areas quickly when you have to wait for the next bus or arrive an hour early to a stop
- It would be really nice if there was a stop closer to the American Family campus - that might let me use the park and ride on the west side and do the remainder of my commute by bus.
- C1 grandview commons needs more frequent times
- I am served well by the current routes.
- The c1 is always crowded tye r1 would ve helpful more often
- Please have D1 run more frequently. 30 minutes between buses is rough for daily commutes and ESPECIALLY bad during the downtown rush in the academic year. There were multiple occasions where I was stranded for a full hour on a rainy day because the scheduled bus was over capacity.
- Century Ave from Allen Blvd to County Q needs more frequent service during peak times
- Yes. Busses to campus should run more frequently than every fifteen minutes. Often three busses all headed to campus will arrive at the same time at Broom and West Wash. They should be staggered every five minutes during peak times.
- Some cities have invested in a sort of light rails on wheels that features lanes that are separated by a curb and they operate with higher priority. We should get one. To do this, you would need to actually believe in the service and not cave at every opportunity.

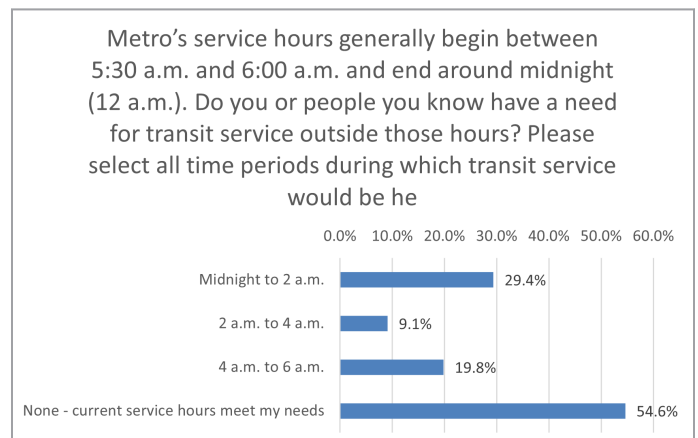
- More stops and options should be provided for dense business locations, the Dane County Regional Airport, and large event spaces—throughout the week and on weekends. I have not been satisfied by my options to get to and from West Towne Mall, the Alliant Energy Center, Greenway Station, East Towne Mall, or the airport. Additionally, buses are always overly packed with students during the school year from campus to the intersection of University Ave. and Whitney Way. Express or surge busing during peak times would help commuters to and from the west side of Madison and Middleton feel less like sardines packed into overly stuffed cans. Routes like R1 and R2 are confusing and have left many rides stranded in the wrong locations over the past year. While I'm sure it won't change, the old number system was a lot easier to follow. In the past year, I've had to Uber out of unfamiliar locations that the bus driver told me I needed to get off at because the route was over.
- South Fish Hatchery Rd to Fitchburg Civic Campus
- commercial to Oak the way the 4 bus used to go.
- Increased frequency from Raymond/McKenna toward downtown on weekends. Would also love to see increased service in that neighborhood during peak periods. For the next question- Weekday service meets my needs. In evenings /weekends some Routes end earlier or have less frequency. I'd love to see service restored to Prairie Rd as well as Watts Rd west of Woodmans.
- F routes need to run every 15 minutes because while they say 30 minutes, they have at times been 40+ minutes. A routes DO NOT run every 15 minutes in my everyday experience. More like 30 minutes. Stops where the A and F routes meet, such as Sheboygan and Eau Claire need to be synced up. Someone on the A trying to get the F going west cannot do so without a 26 minute+ wait at a stop with no facilities and poor lighting at night and in poor weather (a 26+ minute wait in 0 degrees! and other severe weather when you HAVE to get to work/home). F routes to campus on the weekends should extend the whole way as they do on weekdays. Needing to disembark and wait for the A to get to campus/downtown is very inconvenient because the rides are not synced. West Towne mall is severely underserved with buses. Employees and shopper who don't have cars often have to walk half a mile or more to and from the stops. This is not accessible to the poor, the disabled, the elderly, etc.
- UW hospital has shifts that are scheduled to end at 2330, but I often have to stay later in order to get work done. Makes it challenging to get to a bus stop in time, so I choose to drive instead on those shifts.
- It would be great if there were a way to take the F or R from downtown/near UWMadison's campus to Middleton (near the McDonalds on Allen Boulevard) mid to early evening (around 7:30 PM) without having to either transfer buses or wait till close to 8. As it stands now my options are to transfer buses or wait till a little after 8 and then not get home till close to 9.
- Starr Grass & Waldorf neighborhood
- W Wash, Meriter Hospital from the Gorham, for employees of Meriter, UW Health on S Park
- D1 service to east Johnson and North, running every 15 minutes (much more reliable at the evening commute than the B)
- Mineral Point, West of the belt line Blackhawk Church, down south point for the new neighborhoods, then loop around valley view and back up to the junction station.
- I wanted rail between Milwaukee and Madison
- I use to board a bus at the corner of Gorham and Patterson and be able to go to the square. In fact I had several choices. There are no longer any buses that go to the square from the above location, which has cost me a lot of uber rides.
- TJ Maxx/Half Price Books on the west side
- A should run past midnight on weekends too, for events at high noon, sylvee, crucible, etc. preferably until bar time on Friday and Saturday. Also the Ds should be more frequent on Sunday, it's almost impossible to get to Sherman neighborhood when d2 is only hourly. Getting to West Towne Mall is also a pain, usually involving an unpleasant 15 minute walk from the bus
- Airport
- High point, woodmans east, capitol
- D route should be every 15 minutes. 30 minutes makes it difficult to connect to B, A etc.
- Route D is never on time. Video message boards frequently out of order. Fix and maintain before expanding.
- It's misleading to say that route D runs every 15 minutes. That's true only if you look at where the D1 and D2 routes overlap.
- Regent street should have more/better access

- D Line/28 near James Madison Park. Buses always packed in the winter. Bus clumping happens often, and buses are often late. Supplemental service from the 28 line helps some but not when you most need it (e.g. poor weather conditions, mornings in the winter).
- I have to walk 6 blocks to get the bus to Woodman's East and another 6 with groceries on the way back. I used to be able to get a bus on Atwood and had to walk only 2. The new routes have created many inconveniences.
- My previous bus route went through my neighborhood on Merryturn. However, with the new system, I now have to walk to Cottage Grove Road at Inwood, which will be eliminated some time this year as the posted sign states. It's a 15 minute walk now, and will be closer to 20 once the Inwood stop is removed. This makes riding the bus much harder, especially in bad weather since there are no bus stands. Having a route go through the neighborhood, down Merryturn would help. I take route C to and from work at UW on the west side of campus.
- woodman east
- The D2 out to the airport should run at a minimum 30 minutes every day at all hours of the day.
- My issue isn't with frequency or lack of service, but connectivity between lines / service areas. I live in the SASY neighborhood, and it's now a lot less convenient to take the bus to the airport for flights, you would have to walk many blocks with luggage to get to the B or D lines. I frequently drive from SASY to Bakke Recreational & Wellbeing Center on the UW Campus and the C line terminates fairly close, but the return trip seems to require you to cross Campus Dr/University to pick the C back up (very confusing that you can take the C on the way in, but you can't use the same stop area to take the C back out). I guess it's fine once I get used to having to take multiple lines and transfer buses in the middle.
- Route J - Mineral Point Rd between Midvale and Speedway is a populous area and only a single hourly route. That isn't enough and should be at least every 30 minutes.
- More service, time wise, to Woodman's East / Aberg Pick 'n Save Route 28 should come up to Aberg and Sherman.
- G line should go down John Nolan so people can get downtown from the south side more easily
- I was horrified to hear, that a driver refuse to let a young woman, board his bus, late at night -- because she didn't have fare. I have also witnessed, kindly bus drivers, allow expired passes thru. Although the bus company can not afford to be taken advantage of -- passenger safety should be number one. I've had drivers, who recommended I stay on the warm bus, to wait for the next one, instead of braving the cold. It should become practice, that buses resting at stops, should act as warming/cooling stations, for people waiting for a connection. Each driver, should be allowed to accept passengers without proper fare -- especially young women, old people, men -- late at night! We are all in this together. I'm assuming that if a passenger is in appropriate, the police can be discreetly called; waited for at a stop. Bus drivers are usually kind and accommodating, but I hate to think they are penalize for excusing a passenger with out fare.
- No
- Please run more A buses between 7-10 AM & 3-6 PM. The bus to & from work & home are packed!
- You say that medium blue lines "run every 30 minutes." But the map legend says they arrive "every 30-60 minutes." That is extremely misleading. Every 30 minutes is MUCH different from every 60 minutes, and would determine whether or not I could rely on a bus to get me to/from work on time.
- From highland at marsh towards East Washington street
- Route O Need a additional service route O from South Transfer Station to Brooks St as an alternate route along John Nolan Dr and Olin Ave to increase awareness and ridership in the Bay Creek community There are options available to include more routes and services for ridership
- Old Sauk Rd to the University
- It would be nice if the D & the 28 were spaced out in 15 minute increments for overlapping route areas.
- Airport, Eastpark
- More frequency on Route E. More efficient way to get from near west side to Monona.
- Would like Route C to go further down University Ave, to Hilldale Mall
- Route E should have more service
- I live near 1st and E Wash and my needs are served extremely well with the current routes.

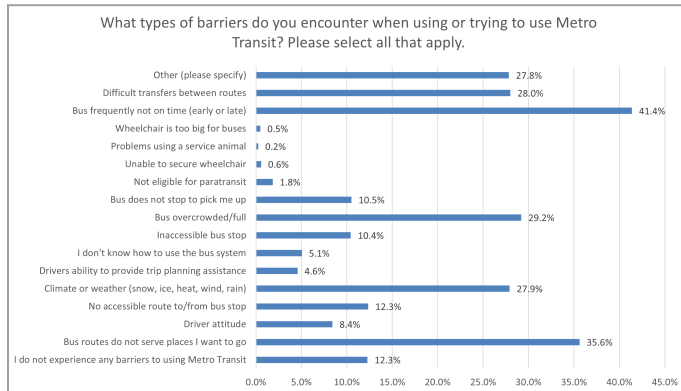
- There should be bus service near valley view road
- None that I can think of. I am largely satisfied with the frequency of buses.
- Routes to North & Commercial (Eken Park neighborhood) should definitely be maintained and enhanced. I have learned that the B route will no longer be using that particular stop. This is a prime stop for commuters, who should be a priority in any mass transit system. That would be a definite detriment to me, and for many who live in the area, and would be an overall deterrent to my continued use of Metro.
- Grandview Commons
- No. Request a stop as close as possible to intersection of Sherman Ave and Northport Dr for B Line since I live north of it and L line does not benefit me.
- 80
- It's not a huge thing for me, but I'd like to see the C2 route run a little more often. I live off of Buckeye Rd past Stoughton Rd, and the C2 is the best option for me to get to the rest of the bus system.
- UW Hospital-Sheboygan Ave: On weekdays, there is a service gap from around 6 PM (last 28/38 bus) to around 8 PM (first interlined C/R bus). Could Metro Transit please fill this gap?
- McKee Rd between Verona Rd and Fish Hatchery Rd. Fish Hatchery Rd south of McKee
- Hy-Vee
- Love bus
- W Broadway and Hoboken, I would like that at least in the morning there would be a more frequent one. My workday starts at 9 and if I miss the 8:35, then I arrive late at work. (SP)
- Woodman's East (SP)
- 80 (SP)
- Bus L (SP)
- Yes, I would like it if they have sewing and fashion design classes (SP)
- The route G heading to Monona does not have enough stops, I would like them to add two more stops. I work at a hotel and I have to walk 20 minutes to get there since the closest stop to my workplace is 20 minutes away. It is not a problem during the summer but it get complicated during the winter. (SP)
- Verona Park & Ride should have more frequent services (SP)

- Thomposon,calle karter-Walmart de khosa (SP)(not translatable)
- I think there is a need for a route that passes through Midvale at Cherokee Dr. and that passes through different places like Hilldale Mall, Target, and other places in University like UW Credit Union, restaurants along University Ave and that reaches the UW Hospital and Children's Hospital and even continue to Access Clinic on S Park St (SP)
- West side to epic in Verona Wi (SP)
- none (SP)
- Gammon Rd (SP)
- Around where I live, N SEGOE RD, University Ave. The buses I need come at the time I need them. Everything is fine (SP)
- Gammon Rd (SP)
- Woodman at gammon rd (SP)
- It is a bit complicated because the drivers do not speak Spanish, it would be better if the majority of drivers speak or learn Spanish (SP)
- Monona (SP)
- Middleton (SP)
- Woodman's West and Wal-Mart Nakoosa (SP)
- Muir field rd with mckee. (SP)
- East, more stops nearby (SP)
- Walgreens South Park st. (SP)

3. Metro's service hours generally begin between 5:30 a.m. and 6:00 a.m. and end around midnight (12 a.m.). Do you or people you know have a need for transit service outside those hours? Please select all time periods during which transit service would be helpful.



4. What types of barriers do you encounter when using or trying to use Metro Transit? Please select all that apply.



“Other” responses include:

- Inconvenient bus arrival time - R to University at Univ Bay arrives at 7AM - when work shift starts
- My current bus stop is terrible. The University at Heim stop that runs East-bound is absolutely terrible and in the middle of the street and stops traffic. There is construction there and the area is reduced to one lane in the middle. It's not safe and when the bus stops, it holds up traffic. I have been asking the drivers to pick me up at the curb across the street but they are often hesitant because it is technically not the bus stop but the stop (as-is) is severely hindered and difficult to access. Please set a temporary stop across the street (by the funeral home) so that we can enter and exit the bus safely at University at Heim (heading eastbound).
- late buses
- it is more confusing now than before
- Bus did not show up with light snow (Park & Erin)
- Some drivers rude impatient. Many drivers don't know [about system] or refer me to customer service. Route A especially crowded. Paratransit too expensive! Route A especially not on time. No place to sit! Smoking in bus shelters!
- Sometimes the bus driver doesn't get close enough to the curb & slight injuries occur from finagling w/everything. I once asked one person to pull closer; they instead grumbled as helped me lift cart up
- Drivers can be very helpful. Infrequent user now due to routes but I am surprised how often bus is late.
- You cancelled the routes we needed & Bs# 3-7-6-20-30

- The loss of my bus stop means I have to walk 1/2mile to Park st to catch a bus. Also there is no shelter where I catch the bus for bad weather, We used to have a shelter as the stop that is no longer available..
- Routes to not run often enough or late enough for it to be convenient for me to use or worth my time.
- Buses run less frequently in neighborhoods that need them most
- Long journeys, difficulty w/dropoff of kids
- Other patrons verbally abusive
- smoking in bus shelters. I'm allergic to smoke. No place to sit.
- Too far to walk and too dangerous in some places
- Bus does not run at the time I would use it (Fridays/ Saturday late nights)
- Frequency. An alternative route was removed from my area and now the bus only comes every 30minute. makes it has
- Long walks to reach bus stops and final destinations increases travel time, would rather have less frequent service with good transfer connections, and better neighborhood/business coverage; everyone doesn't live and work on E Washington Ave.
- Must walk through or wait in dark or isolated places at night. Also, buses don't run late enough on weekends.
- Evening times for my route leave me waiting a half hour for service.
- The buses do not arrive on time. I am fine with a 10 min window, but I have waited an extra 20-30 mins for my bus.
- Sometimes later at night the bus doesn't come at all, and occasionally bus stop changes aren't made known (no signage, no Google update, no website update) causing me to miss the bus when it decides to round a corner early rather than go to the spot
- routes don't overlap. If you transfer, you wait 20 minutes for connecting bus
- If I get out of work early enough to get the C1 bus, it often has missed the G on Cottage Grove Road to get me home so I gave up that option. I often end up waiting more than half an hour for the C2 to get me closer to home. Otherwise, I take the D1, run into woodmans for a few minutes for things and get the G from there. I find that during the school year, both the D1 and C2 routes are UNCOMFORTABLY full with UW

students and I HATE standing after being at work and on my feet for 8 hours.

- Too hard to navigate schedules.
- Weekend service is bad
- I've only been riding the bus a couple of days so far this year, but I was sad when the R1 sailed by my stop at least three minutes early, causing me to miss it
- Drivers do not enforce the rules. Kids vape in the bus, yell and shout. not good.
- To many transfers at night getting home from work
- Infrequent service on weekends, 30 minutes is very inconvenient
- Bus driver did not wait as I (a handicapped person) was making my way from the bus shelter to the actual bus. Only paused for a moment and left without me. Driver never looked to see if someone was coming from shelter. bus.
- If it was more frequent I might ride more. Also gets stuck in traffic behind single occupancy vehicles
- Shouldn't require trips in the WRONG direction and multiple transfers to go a short distance!
- Bus stops with no shelter
- Infrequent buses. It shouldn't take three hours for me to get to an appointment. I'm from Chicago, where it really should take three hours.
- To explain, the bus stop is not inaccessible but when sidewalks are full of snow, they are impossible for my wheelchair to navigate. It is the city's bad snow clearance that is the issue.
- Times do not align with needs
- The route planning apps including Google and Apple Maps don't have sub-routes, so I've taken D1 instead of D2, for example, and wound up a mile and a half away from where I wanted to go because the map apps just said "D route" instead of differentiating the two
- A work commute that takes me 10 minutes to drive, or 34 minutes to walk, takes OVER AN HOUR AND A HALF on the new routes
- Bus does not run frequently enough
- lack of benches at stops, too long of a walk to get to stops, especially with the BRT cutting so many stops
- Wait times are too long
- It's confusing when bus stops are moved temporarily due to construction.
- Buses going through campus (specifically down university) get so full I can't get on to go to work
- Ripping out half the bus shelters months before the new ones are usable in a city known for show, thunderstorms, and cold temperatures was a bad move.
- Bus apps show inaccurate estimates; apps don't show detour related stops changes
- Detours that are unnecessarily dramatic for 2 blocks of construction. Looking at you, C2.
- a travel pass for tourist and visitors for all day travel with an app maybe
- Unsafe pedestrian routes to bus stops
- Rude passengers, time not feeling safe
- Us seats are too high and not good for people with short stature. Strip bars for requesting a stop are not good. It is hard to reach them. The older buses with cables are way better.
- Simple trips are no longer eligible for transfers because quick errands now require more than 2 hours. A second fare is demanded, even when the driver's late arrival pushes the rider over the 2 hours.
- Motorists in stops. (Usually Uber/Lyft, food delivery, etc.)
- I live in Monona
- The place I want to go is my home
- variable work hours/schedule
- no bus to Fitchburg library
- I have been surprised at how often the bus that is scheduled simply does not arrive. This has happened several times since the new schedule. Additionally, there are many times when the bus is quite a few minutes late.
- Stops with transfers should have more presence/ room/shelter - specifically Park and Erin. The new WB University and University Bay stop does not have adequate shelter from sun for the number of people that use it
- Does not come early enough
- Takes too long to get to desired location. Too many stops
- Takes two hours to go from one side of the city to the other -- would have to add an extra 4 hours to my day
- Service does not begin early enough to accommodate work at UW hospital. I depart from Fair Oaks x

Milwaukee and need to arrive at the main UW hospital by 5:15 AM

- taking bus is significantly longer than driving
- The bus stop is nearly one mile away. Also, it takes too long to get to work from my house, over 40 minutes compared to a 25 minute car ride.
- I need absolutely need to be at work on time (direct patient care) – arriving to work 30 minutes early is not efficient. Missing a bus that comes every 30–60 minutes and having to wait is a real risk – not worth it
- Route C runs the “wrong” direction around the UW Hospital, making it difficult to wait for a bus back towards the square as those busses may arrive on either side of the street.
- Transit app. It often doesn’t track the bus in real time. If your boss is running late, it just switches you to the next pick up time. So basically if the bus is late it doesn’t give you any information and you think you’ve missed it when really you haven’t. I missed so many buses because of this.
- The bus tracking on Google is often not accurate, it stops showing real-time tracking and tells me busses have already left when they’re actually just running late, or they’ll say a bus is coming and departed when there is no bus at all
- a place to park on the BRT so I can drive in, park and take the BRT to UW Health/University Hospital. there is no available parking on Campus
- Bus stops are now too far apart
- Distance between bus stops problematic for people with limited mobility or when carrying packages.
- We lost service in Allied and Belmar. No shelters, benches etc.
- Animals on the bus that are not service animals.
- buses not coming together at the same time, the ones I know are d to g and a to g going east. The changes were supposed to speed things up but if you miss your transfer because the buses are not syncing up, your ride often takes a much longer time.
- In winter, bus stops are not cleared out from snow and ice
- Having to get to farther away bus stops than previously is a real deterrent to riding bus more frequently
- Metro does not provide updates when busses are significantly late or when busses are canceled. I have been stranded many times this year due to busses being canceled and not being notified.
- On holidays there are no close stops
- not an efficient mode of transportation
- It would be nice if bus stops all had shelters to offer protection from the elements, seats , and trash cans.
- Lack of late-night service around bar time
- I have missed a bus on occasion because it arrives 1–2 minutes early and does not stop and wait
- Frequency of service.
- frequency
- Too few bus stops/bus stops too far apart or in dangerous places (e.g. at the malls) requiring crossing multiple lanes of traffic instead of dropping off at sheltered areas.
- The bus routes in my neighborhood are too far from my home and make it inaccessible. I recommend including Dennett Drive in one of your bus routes for the reason stated earlier--it would be central to the entire Eastmorland community and would keep people from having to walk a long way.
- bus doesn’t show up AT ALL when it is scheduled to
- When you’re trying to get to work and need a connecting bus line and the way you’re trying to connect to is 4 minutes earlier than it should be it makes me over half hour late for work it’s just so annoying. Today the B bus got me down to high school at East Washington and Fourth st but the connecting a bus heading east had left 4 minutes early causing me to have to wait 25 minutes
- overcrowding/late only a problem when UW is in session
- construction areas downtown closing bus stops but not identified on maps
- 75 only runs during peak hours
- Times of arrival
- I use paper schedule because I need to plan trips by destination arrival time, not bus arrival time. Have not been able to figure out how to do that digitally.
- More frequent routes to clinics and hospitals
- A westside/Middleton park-and-ride would be lovely for those of us who come in from areas like Cross Plains.
- Bus does not arrive at all even though it is scheduled to do so and shows up on the tracker
- Uncomfortable with needing to board and exit busses in the middle of the road, especially during winter months. My bus route used to require no transfers

from home to work and back. Now it requires at least one transfer which is located in a very busy part of campus on a route that only runs every 30 minutes. There used to be service every 15 minutes with at least two route options.

- The only barrier I encounter, and unfortunately it's a common phenomenon on my commutes, is that as an older person without mobility limitations (and without a walker or other assist because assistance is not required) ... I find that I have to remain seated until the bus has come to a complete stop, simply because with a history of falls and fractures I have to be very careful about losing my balance. In my younger days I could stand up the stop before I needed to get off and move towards the exit, but I can no longer do this. Unfortunately I have had problems with bus drivers not seeing that I need to exit. This makes me dependent on the kindness of strangers :) to alert the driver that someone is moving towards the exit...
- Lack of parking near major routes heading toward campus. Or only parking is 2 hour and then I can't park and take the bus to work.
- lack of shelter for inclement weather
- Many drivers are rude. They don't even look at you when you talk to them. They appear always irritated.
- For commuting the service is great. For running errands busing takes too long.
- Aggressive and unsafe drivers - e.g. cutting off traffic when pulling away from bus stops, road rage, profanities.
- Not on time routes were most frustrating. Slowness of buses will hopefully be fixed by BRT-was maddening to take 40 minutes to go 4 miles from near Eastside to hospital
- Nearest stop is a half mile away - that's a barrier with my disabilities, especially in winter
- Distance between my house and bus stops. Have to walk further to get to bus stop (difficult in bad weather) or have to transfer which takes even longer.
- Inability to get real-time information about when a bus is likely to actually START its route. (Information is good once bus is on the route.)
- I wish I could use the bus later at night, especially with the proposed parking fee increase to 15 for special event parking
- Bus unreliable for evening shift getting out late.
- Buses not showing up at all about once a month. Bus stops being closed.
- Seats in shelters face the wrong direction. When seated, I can't see the approaching bus.
- Frequent bus service does not appear to run late enough in the evening to cover events, shows, concerts ending and being able to leave in a timely fashion
- Inappropriate, at times threatening behavior from some drivers/passengers.
- Low frequencies.
- Takes too long to get somewhere (e.g., 1 hour by bus but 15 minutes to drive)
- Bus does not come near my home
- Ads on bus windows are hard to look through and make me get motionsickness. All windows should be clear and easy to see out of so we don't get car-sick.
- many times the buses do not stop so that pick up/drop off is at the concrete pads that are at the stops. It makes it difficult to disembark a bus with a bad knee
- The construction lately has changed my route, stop, etc. several times over and made busses on those routes much less reliable.
- Our third shift workers don't have access to service
- many stops do not have shelters
- Not able to pay from my phone or credit card
- during school year, buses are too full and don't stop at all locals
- Bus is mainly overcrowded during school year. Another thing not mentioned here is bus stop locations. Living on Willy/Winnebago St there are two stops on one block in two different locations, it seems a bit silly to have two stops on one block
- There is no direct bus route from Sherman/Northport to the UW Hospital. If #28 ran more frequently and stopped at Sherman/Northport, I think it would help a lot of people who work at the Hospital and live on the north side.
- Bed bugs on the bus last fall
- Too many stops along Willy st/campus means that it takes a long time to get from east side to UW Hospital
- too many eliminated bus stops
- I would love to take Metro, but current routes plus walking time is 45 minutes to (or from) work. 22 minutes walk with either route A or E due to inconvenient

pick up/drop of locations. I can drive in 15 minutes and avoid inclement weather and dangerous hill walks in the winter.

- Difficulty understanding how to navigate the new bus system
- Not often enough to meet needs, would rather take car
- Don't run frequently enough in the evenings
- routes 28 and 38 are often late and the website doesn't have correct times listed so it's a guess if the bus is actually 3 mins late or 15.
- app does not work well and cant tell when bus coming.
- no service from my home
- transfers and timing/locations between transferring ideal
- want to be able to leave University Hospital quickly rather than wait for the bus but honestly haven't tried - I should though! Good for the environment and parking at the hospital is terrible
- Too Many homeless people trying to get on with all their belongings and make the bus late. Also a lot of times they can't find their free pass that they have been given.
- Adequate bike storage
- No serious issues, there have been delays on the J bus in the late afternoons by the UW hospital, which I think is largely due to Univ. Ave construction, which should be wrapping up soon.
- Rude drivers especially to college students.
- long transit time to my work, but with rapid transit hope that decreases the time
- My walking distance has increased and I am having difficulty walking the extra distance.
- No bus stops in my neighborhood, nowhere to safely park to reach an accessible bus stop (previously parked at the North Transfer Point park and ride)
- lengthy walk to get to bus stop, no benches at stop
- Route 15 change
- C route is typically late (or never comes) during rush hours. Consider adding more busses to this route during peak times.
- Few stops near free street parking
- Bus used to be 10 min late regularly, now it is two minutes early. I prefer this but notice many people miss the bus.
- If you don't live on a bus route, where can you park to ride the bus? Example: You live in Sun Prairie, Cottage Grove, Columbus, Marshall, Deerfield, Stoughton and you work in Madison or attend UW Madison and have no place to park and ride the bus. Please bring back the transfer points.
- They are getting rid of my stop by my work and will no longer have the stop for the stores I want to go to
- It hasn't happened for a while but the map directions for the drivers doesn't always seem to be adequate and I have to help with directions.
- The whole bus system in Madison is currently a mess
- Far too long of a walk to reach a useful bus line, making the system useless to me as a commuting option from Sherman Village
- The seats should be made of hard plastic. I know yall can't clean all these upholstered seats and there are some stinky nasty butts that sit on these. Not to mention, if bed bugs are an issue why would the seats be fabric. Pls get hard plastic seats on any new buses. Pls.
- Liked the old system better and the brt is not worth the city investment is a pain with construction and the detours and the layover time is to long
- I could easily bus to work, but I can not bus home after work (0330-0530).
- Bus does not come frequently enough which makes it difficult to plan an event, or stressful (if I miss a bus I may have to wait an hour or more for the next bus to come home from an event). Can't be certain I will be able to put my bike on the bus (racks may be full either going out or returning)
- Long bus rides and less frequent buses compared to the old service
- Bus frequently not on time - occurs most often along University Avenue while UW in session
- Since I have to transfer buses to get to work, I frequently miss the bus I planned to transfer to.
- No place to leave my car and take the bus downtown
- I don't ride the bus
- online schedule difficult to navigate
- website was down this week and customer service gave me wrong info. Waited 40 min for the J bus!

- buses not running on weekends
- Eliminate bus service IN Sun Prairie. Need cab service. Do not need bus service in Sun Prairie. If you need bus service to Madison, use Park n Ride to connect to Madison.
- When there is a bus the drivers are generally really great. When there is a bus
- More difficult timing, frequency, and length of rides due to us living on the farther west side
- Many stops I frequent do not have benches or covered waiting areas. Even having one bench would help a lot.
- Consistency seems to be an issue in many areas of metro transit, i.e. driver attitude, bus speed on roads, making or missing connections.
- Transits are a difficulty as catching up with another bus leads to missing your trip as the frequency of drivers stopping and taking longer time causes unnecessary delays
- I would like to use the bus to commute more between Verona and Madison, but those routes are very full and stop running early evening
- The bus takes a long time to get to Epic (the place I would want to go most often)
- I have to be to work at 0515, bus doesn't run early enough
- No good route to get me to work at UW hospital from the East side in a timely uncomplicated manor
- Timing to get from point a to point b
- Inconsistent schedule on when buses arrive the bus stop
- Placement of city refuse bins often conflict with egress from rear door (eg: stop #2883)
- difficult to plan with temporary stops
- I care less that the bus is late and more that the times on Google maps or the Madison Metro website aren't always accurate.
- Inability to use non-cash payment
- The later stops on Route 75 do not have bus shelters, making them difficult to use in bad weather.
- Uncovered bus stops
- For routes that are detoured due to delays, it is sometimes hard to figure out what the schedule is for the temporary stops that we are routed to instead.
- because the 55 only runs a few times early in the morning, often i will have to drive or find another way to epic if i oversleep, since i have a 20 minute walk to the nearest bus stop. more frequent bus lines to and from epic would help me take the bus more often
- No seating for alot of bus stops for the physically disabled (but not wheelchair bound)
- Bus times are not always convenient (specifically the 75)
- The nearest bus stops to me are Route 55, so I can basically only use the bus to go to work. I would like more hours for this or another route on Midtown Road to get into town for things
- not enough seating near bus stops is a problm
- 75 bus to Epic is ALWAYS crowded on the 8:12 bus, and often the 7:42 as well. We need MANY more buses leaving the Capitol between those times.
- Some bus lines do not run frequently enough! The bus only coming once an hour on some routes (specifically E in the evenings) is a barrier
- peak hours busses would be helpful to run a bit later into the night to give more availability to use transit after work for more than just getting home
- Stops are not close enough to where I want to go. Bus routes do not run late enough at night, even on the weekends.
- Too many stops, takes a long time
- Bus too infrequent
- Maybe not difficult but just inconvenient transfer times, especially if there's traffic downtown the knock-on delays can make transfer times unpredictable. There's a new stop closer to my apt but it connects to the 75 which is always full, so I have to walk farther to connect to the 55.
- Rumors of uncleanliness / infestation
- last 75 bus leaves the capital before 8:30 in the morning, there should be an 8:30 or 8:45 last bus to relive the overcrowding for the current last bus
- Sometimes real time tracking on the apps does not work
- 9/10 buses on the 75 route are always overcrowded/full.
- I've run into a couple of the things above, but never more than once each, so it felt inappropriate to mark them specifically.

- Insufficient signage when bus stops close - ex. I didn't know the stop at Jennifer & Blount closed, and the driver wouldn't stop for me.
- Either service isn't frequent enough or the B ends at midnight.
- an 8 minute drive takes me almost an hour on the bus
- Low frequency, particularly on weekends
- With bad weather, larger amounts of traffic than normal, or inexperienced drivers the bus has been late, sometimes up to a max of about half an hour
- Busses don't come frequently enough
- the new redesign sucks. I went from a daily bus commuter to requiring rides. No coverage, dangerous transfers at busy intersections and pedestrian hostile
- The newest busses do not have a visual indicator that a stop request has been made and the auditory indicator is much quieter than it was previously. As someone who is hearing-impaired, it makes it hard to know the request has gone in.
- 75 bus - no buses after 9AM / before 5PM and takes a long indirect route.
- Rt. 55 is the only route which serves me (Starr Grass and Waldorf)
- difficulty planning my route - I've tried using the website and Google Maps and neither are very accurate. I had to just ride the bus and hope that I would get there on time and be able to catch a bus back home.
- two of my family members work at locations that have limited service (FED EX distribution center) and La Petit Academy at Dutch Mill. One family member uses a wheelchair, and while high school and downtown were well served, now as a working person, the neighborhood service is too limited.
- Not having cash or a bus pass on me
- Lack of frequency. was every 30 mins, now hourly.
- Nearby stops on my route to/from work have closed or are scheduled to close
- The complete time inefficiency of travel by bus.
- I feel that buses have generally gotten better at being more timely, but the overreliance on buses that are fast rather than thorough has made it so that bus drivers will start the buses before riders have fully seated, or will have trouble being on time (eg. early from rushing to match timelines). Having buses that reach more stops and stay at them for longer would

help with the potential setbacks from handicapped users needing to wait for ramps to deploy, or for the bus to lower, or for proper securements to be made. Other accessibility issues include being unable to easily distinguish between bus letters from even a close distance, especially the D and O buses. Tying into this issue is that buses will often not stop for those who are not standing, especially if they look able-bodied when seated or on the sidewalk. Having more dedicated seating at stops (at all or most of them- even if they are lower traffic) and at least some kind of sun and/or rain/wind protection makes it much more possible for disabled people like myself to withstand the wait required to catch a bus. The final issue I will bring up for now is safety on packed busses. An issue that will very likely present itself is with the planned use of cards that are connected to an account. A simple solution to possible problems with this is to have the set ride or set time period cards (that you have claimed will be temporarily provided) be indefinitely included as an option. This will increase tourist use of buses, as well as encourage mass purchasing of set ride cards for given groups of people (namely those who can't easily access an online bus account). I'm uncertain if any executive power lies with metro transit in this final regard, but providing masks or re-encouraging mask use on the buses has become increasingly necessary, especially with plans to create even higher density buses. Public buses are often used by disabled and non-rich people, and those are the people whose experiences you should be centering. They are your reliable client base. Do not let us down.

- Bus tracking via app is not reliable or syncing live
- busses almost always come at inaccurate time causing big troubles with transportation needs for scheduled events
- bus is too infrequent and the new bus stop locations are not convenient locations
- Am elderly and now have to walk much further to get to A route
- For some routes I have to walk 1/2 mile to get to bus stop.
- Routes are too long
- Start the 28 earlier in the morning!
- it costs too much
- Getting my shopping cart on and off buses when laden with groceries(driver can see me at stop,but won't

pull up close enough to get on, even when front part is lowered, sometimes i've had to lift my cart to get on which doesn't do my lower back any good, and the attitudes of some drivers in dealing with this certainly doesn't help. Plus some of them pull right out before i've had a chance to sit down, both with my cart and without..

- I don't feel safe crossing busy streets to get to or from bus stops. That is the problem with Mineral pt rd and E Washington Ave. BRT won't solve that. Riders will still need to twice cross street half way.
- Bus O goes wrong way from where I want to go and thus takes way too much time. Other bus route (Park Street) are a hike.
- I don't carry cash, need to be able to pay by phone
- Routes infrequent and not on nights/weekends
- Paying a reasonable amount for how often I ride vs how far I want to go.
- not enough bus stops near downtown
- No bike racks at bus stop
- The need to have cash to purchase a ticket.
- I am not disabled but know many who are having problems getting to the bus. With fewer stops it's too far to walk, especially if the weather is bad and you're carrying things.
- Busses are filthy
- Bus to my work does not match work hours and is very infrequent
- No cash, no phone app to use
- Closure of many bus stops. Reduction of service on Sherman Ave. Walking further on both ends of trip. Poor signage. Oriented to smart phone users only. Poor connections with clinics, malls, movie theaters. High ticket price for very short trips. Reduced service to the Capitol Square. Little cross Isthmus service.
- Timing and headways are insufficient.
- Hours of operation
- Where bus stop is stupid to get at
- Trip just takes too long. Old system was 42 min. Present system is 1hr 2min
- Do not stop at times needed and takes 4x longer to get where I want if I just drive
- Weekend routes are too infrequent/sparse
- Uneducated riders... who block the aisle despite available seats; who do not move to fill the back;

who stand and block the rear exit space; who slow boarding by exiting out the front. Also: E Wash/4th St outbound exit spot is MUD, not sidewalk.

- Not enough drivers to operate the route. Was left stranded at 2pm cause of shortages and apparently that's ok with Metro. No heads up. Nothing. Just left to walk miles in 85 degrees with no water or access to any on my walk home. No public restrooms on site either.
- HATE IT ALL
- Contradictory but my challenges are not too significant
- bus doesn't run late enough; bus doesn't run frequently enough
- Bus frequency on weekends makes it inconvenient and encourages driving
- Bus is not frequent enough
- Stop are now too far away for my disabled self to get too.
- Some trips take twice-3x or even more as long on bus than car. If you want to make people use public transportation, it has to be attractive, i.e you have to be hostile to cars. Broom/Bassett should have no parking and a bus lane, the rightmost lane of Johnson should be a bus lane (right now) - everyone stays to the left anyway, and the parking on the 400 block of Johnson should be eliminated in favor of a bus lane.
- I have no issues as I drive myself!
- Used to be able to transfer in a timely manner.
- Peak hour service (specifically the 65) does not accommodate my work schedule
- Too far to the bus stops to walk with health problems.
- The bus routes only support commuters during "regular" hours so I can't get to work at 10 without taking the 8am bus. And likewise I can't get home after work, after 5.
- Distance from bus stops/routes.
- I feel like some transfers don't line up properly, like I have to wait 20 minutes or I just miss the bus I need because mine was a little late or the other left just a little early. Some times I get to a transfer especial on the square where the bus I need is 5 minutes before the bus arriving.
- Time it takes to get to my destination. This is by far the biggest barrier when I talk with people and I'm surprised it's not on your list. Please add this the next

- time you do a survey and you'll see how many people select it.
- I encounter busses being both early and late and frequently don't know which I am missing as I see it drive away before I get to the bus stop, even when I arrive more than 5 minutes before the scheduled stop. I've had busses disappear off the app--who knows where they went? I never had this problem with the previous bus service model. I suggest you get the person who designed Bus Radar to make a new app for Madison.
 - Duration of trip vs. other modes of getting around, such as bicycle, carpool, driving
 - Busses late or early and plan your route information not accurate
 - I have friends/family in areas buses don't serve or buses are infrequent. I long for the day when I don't have to drive ever.
 - Bus(es) just don't even show up.
 - Bus stop difficult to locate/identify, especially downtown at night
 - I don't own a smart phone so I have no idea if buses are late or in some cases are not ever going to show up and then I stand there in the freezing cold for 30-45 minutes with no information. The bus help phone # should be answered as soon as there is a bus on the road. If I have to catch a bus at 5:00am and have troubles but you don't answer the phone until 6:15am, what the heck am I supposed to do?? Also the ONLY point at which the D2 and J routes cross is now closed?! Almost every bus stop I use now has a sign saying that that stop will be closed by the end of the year. What the heck?????????
 - The drivers do not reprimand the activity by homeless residents going to shelter, one even threatened driver. Makes it bad to ride with kids.
 - There needs to be a hard time at all stops. Or at least the vast majority. Not the soft time where the bus could come early or late. A late arrival can be forgiven, but an early arrival means the bus drives by while I am still a half or less block away many times.
 - Difficulty with trip planning - it's hard or impossible to figure out what to do when the bus is running late and you will miss the transfer
 - Figuring out where bus stops in Johnson st and university Ave area
 - Bus stops too far apart
 - The C busses I rely on to take me home from working downtown are often, reliably late (C1,C2 by Doty and MLK). I am able bodied, but I wonder if more people in my neighborhood (Elvehjem) would take the bus if they didn't have to walk so far to a bus stop. It would be nice to have shelters or benches along the bus routes on Cottage Grove and Buckeye.
 - If buses are late, users lose their connection and have to wait close to one hour. On top of that, some bus stop close with no previous notice
 - Low frequency and high number of stops means that taking the bus where I want to go is impractical. A 20 minute car trip would be 2+hours by bus, so I have no realistic option but to drive.
 - See comments above; poor signage; changes not indicated
 - Infrequent service, even more so on weekends
 - Would really appreciate more park and ride locations!!
 - Bus begins moving before everyone is seated after getting on the bus
 - East Washington is a scary road to walk across. I am very apprehensive about BRT. I do not think I will feel safe crossing and I do not think I will feel safe waiting for the bus in the middle of the road, even if a shelter is there.
 - Bus drivers are way too heavy on the gas and brake and turning. I get motion sickness a lot.
 - Distance between stops on new Route A
 - often busses that are scheduled will simply not show up at all
 - Limited options to get places from the stop that is nearest my house
 - No place to sit down at bus stops.
 - I have to drive 3 miles to get to the nearest stop, Watts and Hwy M bus stop.
 - Very inconvenient for the disabled and others
 - Buses are not frequent enough during peak transit hours (6:30am - 9am, 3:30pm - 6pm)
 - I prefer to drive.
 - For my personal workplace needs no improvement with times.
 - I can't afford to live near a bus line and there is no park and ride
 - unsheltered bus stops

- Other passengers being unsafe/creepy
- lots of attitudes given to disabled riders
- Too difficult crossing busy road catch bus. Need service on back roads too
- Service hours that drop off to be almost nonexistent after 6 pm
- Poor bus stop conditions (no shelter, bench)
- Speed--many trips I take are now significantly slower since the redesign
- Was great and then ruined for fucking optics.
- Bus stops removed and now are too far to access
- Without a cell phone, there's no way to know when a bus is coming. Bus stops are in highly congested, polluted areas. Bus stop require us to cross heavily trafficked streets. Wait times for transfers can be horrendously long, especially in bad weather. I hardly ever go to stores I used to frequent often because of how much longer the bus trip is now. Without transfer points, I often don't know where to go to find a bus that goes straight to my apartment, or it's a long walk with long wait times once you get to the stop. The bus system, for it to work, requires a cell phone which I don't have
- Buses skip stops frequently when I need to get off
- Terrible planning, rude rude drivers
- Newly posted upcoming stop closures (e.g., University west-bound) for BRT appear to make local routes (e.g., C) less convenient
- Doesn't hold e bikes.
- Bus service is slower than my bike, and I'm not at all a fast biker. Because of this I don't think of the bus when it's inclement weather.
- Longer walks from bus stops to place I need to be
- Some trips require a walk of more than a mile. Some missed transfers have caused my total trip time to exceed 90 mins on same side of town.
- I've experienced all the checked above. Very poor rider experience. I've seen drivers yell at and threaten to hit riders trying to ask where the bus stops, threatening, pass me by when I'm at the stop, etc. Some drivers are great and I've tried to call Metro to compliment them, others are not cut out for the job. Buses frequently leave 5+ minutes late on the A and F routes on the west side - when they aren't 10, 20, 30, even more than 40+ minutes late. Inaccessible stops in winter (having to climb up or down 3 foot mounds of snow/ice when the drivers could've pulled up further. Can't get to some place I need to be since it is very dangerous to try to cross the entry/exits of the beltline (ex. by Junction Rd or to get to and from Watts Rd - those are major commercial areas).
- Mobility issues make the new longer walks to bus stop more difficult, especially in inclement weather.
- I stopped using when the transfer points doubled transit times. Thanks for finally recognizing that
- Frequency (especially on weekends)
- Frequency: I often walk or drive instead of bus when the D is every 30 minutes instead of every 15 minutes
- Hire better drivers
- stops too far apart.
- I come from the south and work on Regent. A 15 minute walk from the nearest stop is unacceptable to get me to rely on transit.
- Infrequent service in the evenings and on the weekends
- Many bus stops still remain without shelters making it difficult to travel during poor weather/winter.
- I have to walk 4-8 blocks to arrive at a stop or once I get off. I didn't have to do that before. I am 75 years old and I now use the bus less because it's harder to get around.
- Bike storage security at or near stops
- NOISE! The buses are so noisy, especially over large bumps (like railroad tracks). Thoroughly unpleasant.
- When I've called Metro assistants aren't informed on road closures. Twice I've been sent to bus stops that were blocked; on streets that weren't open for one reason or another. Had to walk quite a way to get to an open stop. Current and continuing road closures is something metro workers should be aware of thru City of Madison, GPS -- whatever.
- Ask drivers to be more assertive with asking people to move back, move out of front seats, turn off music, don't talk on phone on bus, etc. Drivers need to remind people to follow signs & to use common sense.
- My commute is very long between transfers and two buses it takes 50 mins while by car it would be 15 please improve efficiency
- Need more easily accessible designated bus stops including restructured curb levels to coincide with bus dimensions providing greater flexibility and safety for passengers boarding and exiting the motor coach

- Infrequency of buses, lack of routes/direction indications on bus stop signage, inaccurate live tracking
 - Too far to bus stop
 - I use an app on my phone to track the arrival of my bus, so early/late times do not impact me.
 - Too far to walk from bus stop to destination.
 - New B line will allow me for the first time to consider using the bus system living on the north side near Northport and Packers. Bus lines ran far too infrequently to downtown to make use of.
 - Long travel times on standard/coverage routes
 - During the worst weather in January, I wanted to go from Tokay Blvd to near the junction of Beltline and S. Park Street. Even in reasonable weather, this trip would have required 1-2 transfers and an hour each way. I chose not to attend my activity bcs transportation was too difficult.
 - It should also be in Spanish for people who have just arrived (SP)
 - More bus stops in Monona (SP)
 - It is that the bus drivers speak or learn Spanish (SP)
 - No (SP)
 - The driver gets out of the bus and starts smoking and leaves the area My son was waiting for 25 minutes; he had to get off and walk. (SP)
 - Route "B" usually not on time !! (SP)
- 5. If there are any problems or gaps in the sidewalk network that make it difficult to reach bus stops, please provide any specific locations, such as street intersections or blocks. For example, "uneven sidewalks on Fair Oaks Ave between Commercial Ave and Milwaukee Street" or "crossing Fish Hatchery Road at Emil/Ann Streets".**

Responses include:¹⁴

- a stop around the Monona Dr. area.
- No
- Trash cans and recycling. Madison city pickup at North Sherman, Harper at Troy, and Northside Town Center
- There is construction happening on the sidewalk/street area on University (starting from Heim and heading down toward Norman Way). It's a mess.
- DANGEROUS, DARK at night on E. Washington Ave. mainly due to construction! Across from Aldi to HyVee east area!
- Uneven pretty much all through sidewalks & road from my Mineral Point home to Woodman's (Gammon & Watts)
- Crossing East Wash between B + A stops
- If we don't have the bus we need the problem on sidewalks disappears
- Crossing the road on Gammon to go west on 28. There are cross walks, but traffic does not stop.
- I feel like they should be chairs with overhead covers for customers waiting for the bus
- No safe crossings by WOODMANS east
- I will say the bus stop at Watts and Gammon (in front of the strip mall) is in a horrible spot! It's literally just after a super busy intersection and causes even worse traffic jams/close calls because cars try to cut over to avoid the bus etc.
- Uneven sidewalks, standing water during rain events on the eastbound side of Johnson between Frances and Bassett.
- Horrible rough and messy, poorly lit E. Washington Ave. from across the street from the strip mall that has a Dollar Tree for several blocks until almost across the street from Hy-Vee on the east side. WHERE is the bus stop?!
- No
- No
- How about difficulty reaching Hilldale, West Towne, East Towne? I should walk from East Washington to East Towne Mall. No thanks!
- crosswalk at Rimrock Rd. & Badger Rd. is no longer visible on street, implying 65 passengers are meant to jaywalk 4-lane road with blind crest
- Packers Avenue lacks a "sidewalk network"
- none
- No sidewalk all along Moorland Rd., sidewalk along Sothtowne drive (route G) is VERY DANGEROUS and requires crossing the road multiple times. It is IMPOSSIBLE during the winter because there is no route in the winter. Limited sidewalk connectivity along Beltline frontage road stops (route H)
- Snow may not be cleared from sidewalks for several days. Corscot Ct is a main walking path to reach East

¹⁴ Responses such as "N/A" and "I don't know" have been removed.

Wash and 4th St, always issues in winter because it is a court and residents do not need to clear their sidewalk forcing everyone to walk in the street with possible car/garbage truck/vehicle conflicts.

- E Washington/East Springs A1: frequently late so I do not make the connection and Independence with Route P. Must walk farther to even get around the hill or climb the hill.
- Crossing the streets for access is crazy especially near Marcus theater west.
- No
- I'd rather talk gaps in service. I'm used to the routes as they were, judging by the transfer points. You could count on it and service was better. Even though I've discovered a bus that takes me directly to the store and home, I'd rather sacrifice that and go back to transferring at the transfer point, for the betterment of the whole. As it is now, you can get your directions of where you stop is and then be drifting out to nowhere trying to find it. You can't change it to improvement it one route at a time. More change is more frustration. It just has to go back to the numbered system and using the transfer points.
- Construction on segoe/Sheboygan has left many sidewalks impassable. I can manage but have had to assist neighbors with physical limitations to navigate to their destination
- None that I have
- Construction area stops all along routes ex: Mineral Point and N/S High Point area
- Sometimes bus shelter is too far from bus stop itself and makes it hard for elderly and handicapped
- Too dangerous to walk along Packers Avenue; crossing it on foot is asking for trouble.
- YES! Slanted sidewalk at bus stop on Gorham and Henry St Walking from Hy-Vee bus stop on McKee Rd to the movie theater past Hwy 18/Verona Rd multiple lanes
- I live near Sunset Village. All the old towns, before being incorporated into the city of Madison, have a lack of sidewalks. And snow is pushed to the side of the road where bicyclists and pedestrians need to be. So it is a matter again of getting to the bus stop, not the bus itself.
- Benches are an important part of "sidewalk networks" as they can provide people a break after walking to the stop and waiting for potentially 20+ minutes. My stop near Frisch and Raymond got them

in the last year and I use them all the time. We should have benches at most stops, if not every stop.

- Bus stop 8152 - no curb cutout, no concrete pad, NEVER CLEARED OF SNOW in winter (3 foot high snow-banks!) Sidewalks near this stop are uneven and have tree branches hanging down low enough to impede a wheelchair-bound person's passage.
- Ridge St. doesn't have sidewalks, street is crumbling, and has lots of pedestrian/bikes vs cars.
- Crossing Allen Blvd to reach Route F or R is extremely difficult - there are 3-4 different crossings just to cross one street.
- frequent construction projects along E Washington that do not provide pedestrian walkways
- Difficulty crossing University Ave near Henry Mall. Poor sidewalks and crossings near Stoughton Rd and Kinsman Blvd.
- Sheboygan/Segoe construction has not kept one side of the street sidewalks open, nor has it kept accessible crossings. This is very common in street construction throughout the city every year outside of the downtown campus area.
- Yes, every single service road for every single highway is lined with businesses and services, yet there are no sidewalks and often terrifying crossings. These areas need to be a consideration as pedestrian areas
- No to me.
- Not that I know of
- Sidewalks not available on Packers Avenue. Room to stand is not available at Johnson and Frances. Re-open the spacious bus shelters on Johnson (and other streets) so citizens can safely wait for buses.
- construction on University has made it easier for me to walk than wait for bus and navigate closed areas.
- There are no sidewalks on Seminole Highway south of the Beltline.
- Bus stop Shroeder at Struck (D route, westbound) is difficult to access in winter time, as snow doesn't get cleared. This past winter when getting disembarking the bus, I had to pass through knee high snow in order to get to the sidewalk.
- No, not really. I'll let you know when I think of something!
- Overhanging trees and bushes on Old Middleton going towards stop on Old Middleton/Whitney

- The sidewalks on Fordham between Johnson and Lakewood are difficult because they are on one side. Also, accessing Johnson from Sherman Terrace was difficult.
- No.
- Not 100% a sidewalk but the transfer from the B bus to the short-turnaround B bus at Fish Hatchery and Caddis has no bus shelter or benches, which makes it unpleasant.
- Gorham/N Henry stop has the pavement slope down dramatically next to the stop.
- when you eliminate the stop for C rount at jenifer & baldwin, I will have to use the stop at williamson & dickinson which means I have to cross busy williamson st. I had major leg surgery and walk slow so busy streets make me nervous
- Central Park Place between the RR tracks and Lacy Rd in Fitchburg. Sidewalk stops at the roundabout, so you have to walk in the street if you use that route to get to Route 65 to board on Lacy Rd at Central Park Place.
- Uneven sidewalks on Bassett St between W Dayton and W Wash.
- Crossing University Ave at both University Bay Dr and Midvale Blvd. At both locations, crosswalks don't allow enough time for me to cross, crosswalk signals are frequently obscured by sunlight, and the crossings at University Bay Dr don't have audible signals.
- Uneven sidewalks at East Washington & 4th St (south side) Mineral Pt Rd & Grand Canyon also.
- In Fitchburg, current stops on McKee Road, Chapel Valley Road or the Fitchburg Library are too far to walk and insufficient for Lacy Heights, Wildwood, Wildwood South residents. Untapped potential for hundreds of more riders. Solve the Catch 22: There's low ridership there; well, provide some stops nearby and see what you can do. Myself, I would ride at least four days a week to go to downtown, campus, or west side.
- Crossing Packers Avenue at Schlimgen Avenue is dangerous at all times; crossings there that require stepping over snowbanks piled high in the median (eliminating all access to the flashing light activator) is particularly high risk.
- I use the cross walk at Williamson/Dickinson the streets are well paved and there is flashing/caution light to let drivers know to slow down. Most drivers are aware there is always one or two that speed up.
- Missing sidewalk button on South Park St, heading east from South Transfer Point towards Burger King
- As a vision impaired person having to cross wide streets that do not have audio walk signals.
- Problem in winter with people not clearing sidewalks makes it difficult to get to new further away busstops
- The lights at East wash. The bus sometimes doesn't stop or wait for anyone to cross.
- none
- L bus that runs along Plum Rd the stop at Starbucks does not run frequently enough for me to catch so I have to cross the intersection at 51 and Phalum Rd and walk to a G bus route
- No
- Yes, there are not many stop lights along old Sauk road which makes crossing the street hard. For me, i know some stops (will be) (for example Westfield, Widgeon, etc) removed and consolidated but it would have been better from a user perspective if the city added more red lights or pedestrians crossing and sidewalks along Old Sauk Road. I know this might be outside the jurisdiction of Metro Bus though...
- Not for my paths
- Hill Street. With the Schmitt Place/Harvey Street construction, we now have sidewalks on Harvey St, however, there is a single house without a sidewalk on Hill St at Harvey, requiring me to walk in the road for half a block to get to/from the bus stop at University and Shorewood.
- Packers is not safe for standing out there waiting for the bus
- Snow piles around stops/drives who don't stop where you can easily exit where there is clear path, especially less popular stops
- All the sidealk on Mineral Point, near Island, makes getting to and from the stop difficult. Especially as sometimes barrier cones are left up for months for seemingly no reason.
- Ice and snow on all sidewalks in the city. Milwaukee St. at East Wash pedestrian crossing is a DISASTER, even without the construction of the new stops.
- All of the construction downtown closing sidewalks is impossible to navigate.
- I don't know.
- No sidewalk on Lien Rd going from East Wash to Target, at the intersection of Lein and Thierer. Have to

cross the street several times when getting off the bus at East Wash and Lien if you want to go to Target

- All of the construction zones, which are everywhere
- No problems for me.
- The amount of construction happening makes this hard to evaluate. On University Ave, for example, it can be a nightmare getting to/from the bus stop
- No but I think there should be more bus shelters.
- Lack of bus shelter or shelters at stops. Should not have removed so many shelters before the rapid transit was in full order, no protection from the elements or benches to sit on. Milwaukee and East Wash going East, at the bus stop, people have to lean against a trash can, that's the only structure for people to use.
- no
- Crossing the street at University Ave and Midvale as well as University Ave and Whitney Way. Weaving around Hilldale Mall to find the bus stops is confusing as well. The Badger Road/South Transfer Point intersections. Drivers don't always stop at the South Transfer Point. Also, crossing Fish Hatchery at Emil/Ann Streets is difficult.
- In winter I often encounter bus stops that have not been cleared or have very large snow piles blocking access. Pedestrian medians in roadways are often not cleared. EX: Intersection of Moorland and Rimrock
- University Ave construction west of the hospital/campus
- University Row just added a sidewalk section so that people don't need to walk in the grass to board the bus. Thanks!
- Right now it's a temporary issue, but the Segoe/Sheboygan stops are a mess with construction and the temporary ones are far out of the way
- none that I have encountered
- Not with the new route!
- A problem with some drivers. Eastbound bus C should make a final loop: Buckey to Cottontail, to Kings Mill Way, back to Buckey. Instead, they make a loop in the wrong direction: Buckey to Kings Mill Way, to Cottontail, back to Buckey.
- No sidewalk to stop 2218 Highland at University
- I haven't found many, but I'm sure they exist.
- Not that I've noticed.
- The sidewalk in front of the Norman Way/University stop on the F line has been dug up and is inaccessible
- University & Johnson between Orchard and Charter sure has been a challenge.
- Current construction on Segoe road, there is no sidewalk path between my residence and the stop on University and Segoe.
- Snow plowing at University & Segoe - large snow piles you need to climb over and high ice conditions are consistent through winter. (Both at the physical bus stop and accessing the crosswalk).
- none
- No perfect way to get to West High School from Monona drive, especially for two home families
- The only problems are temporary as it pertains to the construction of the BRT. Once that is completed, there will be no problems or gaps that I see. Please check back/survey again once BRT is complete.
- Not for me.
- University Ave Ridge & Farley. Hopefully will be easier soon
- no
- No.
- Intersection of Westfield and Mineral Point - ramp extends too far into crosswalk, creating a tripping hazard. Also, permitting cars to make U-turn at this intersection will create danger for riders scurrying to make the bus.
- High Crossing Road towards downtown does not have a sidewalk or shelter, and it's not usually an ideal spot to wait for the bus (A line) because it's so dark
- Campus at Babcock needs to be paved. When there are two busses, the second bus lets passengers on/off in mud.
- No
- There are not enough street trees for consistent shade along sidewalks to Metro bus stops. We (bus users) bake in the sun, both walking to the bus stop and waiting for it to arrive. The city should worry less about sidewalk smoothness and accessibility and more about how baking sunshine along treeless sidewalks and treeless intersections makes the transit choice miserable for all users (disabled and "able bodied" alike.) Tree shade along all bus routes should be mandated.

- The A to east town mall does not have consistent sidewalks or crosswalks to safely walk over to the mall from the stop
- The west-bound 75 stop on McKee by Target has no sidewalk. I've debated stopping there if I need to pick something up on the way to work, but getting back to that stop is intimidating, especially if there is winter weather.
- Bus Stop #2218 is grass, no paved area, bench or refuse collection. This stop is the stop for the Children's hospital and I know that there are people who would benefit from an accessible bus stop.
- None
- no
- The bus stop across from the nitty gritty in Middleton could use a closer crosswalk for less-abled people. I personally just run across but it is difficult for my disabled friend to have to deal with crossing some busy streets
- Crossing of Rimrock and Badger (on Route 65, Route G) is pretty unsafe, the crosswalks haven't been repainted in a while.
- not to my knowledge
- Sidewalks cracked. Long wait for walk lights and slow driving.
- None I've used
- no
- No place to park at bus stops to access the network (i.e. park and ride) so people from outlying communities have to utilize their personal vehicles to/from work
- No
- The only one I can think of is for the west side of University Hospital (aka the Childrens Hospital entrance) it could really benefit from pavement and a light, it is really dark at the top of that hill esp. in the winter and hard for drivers to see passengers
- Nothing to note of.
- The stop at Sherman and Thackeray has no garbage can and no shelter of any kind. There is nowhere to stay dry or warm in pouring rain or bad weather.
- I believe this is something you guys are working on which is adding areas for every bus stop for people to wait. If that is for every single stop it should be okay.
- none
- No
- No
- none
- sidewalks between Midvale and bike path along Hammersley by SSM home building are trip hazards
- None
- No
- not that I know of
- Currently all the stops I would use are under construction.
- No
- Riverside and Winnebago. No shelter, speeding cars. Got splashed 3 times by passing traffic today.
- Crossing busy streets (ex: Fish Hatchery Road, East Washington Ave) in order reach bus stops.
- university bay and university construction
- No
- Not in my neighborhood, Midvale Heights.
- The bus stop on university outside of VA and UW hospital is bad. Dangerous. Ambulances have to wait for buses to turn right at that stop at Highland and University. Its too close to the turn area. Plus that should be a right turn only lane for people going to VA and UW Hospital and for EMS. Otherwise a car going straight in that far right lane blocks EMS and other cars turning right on Red. Not a good design.
- none
- Again, the bus system is a mess and backs up traffic and is unsafe for those riding the bus. Bus stops in the middle of the road?? what a joke
- some stops at locations where snow can be a barrier
- You force us to cross very busy intersections to transfer to another route. Example: D to A or B at Milwaukee and East Wash. Example: G at Dempsey Rd and forcing passengers to cross several lanes of Milwaukee St. This is not safe. If we use the walk signals at the several traffic lights then we miss D and must wait another 30 minutes or so.
- There are no marked crossings and no curb cuts on Monroe Street between Randall and Regent, which is a long stretch of road. I feel unsafe crossing there.
- To go east bound I have to cross university when there is no button to cross traffic. Sometimes I have missed the bus trying to cross the street because of this and the bus doesn't wait.

- Bus stops are often mountains of ice during winter. I helped a guy last winter who slid under the bus he was exiting – yelling first to alert the driver so nobody would get run over. This was at the eastbound Johnson and Park St stop, but Sun Prairie stops are terrible in winter.
- There is currently a lot of construction on Sheboygan Ave near Eau Claire Ave including missing sidewalk chunks on the way to my nearest bus stop
- I don't ride the bus
- Road construction on University Ave and also around Regent has made changing bus stops confusing.
- It would make more sense to move the busstop at Glenway Golf course to the corner with the stoplight at the Village bar--more residences are closer to that corner.
- The D line runs (once an hour -- not frequently enough) on Maple Grove. I work at Badger Prairie Health Care and when I use the bus have to take a cab from Maple Grove to Badger Prairie. If I walked it would be on Maple Grove (south of Cross Country/ Nesbit, where the bus turns off) with no sidewalks, on a stretch of road where traffic is very fast, for over a mile. I've seen people walking/biking it, but it is far too dangerous for pedestrians. If adding sidewalks is too expensive, have the Route 75 serve Badger Prairie ON WEEKENDS. People work on weekends and people shop on weekends. I know Route 75 is very Epic-centric, but not everyone works at Epic. Extend Route 75 to seven days a week.
- No
- None where I get on bus. University and Capital avenues on the west side.
- The 75/E stop on W Wash and Fairchild has 1. no bus shelter, so it's difficult during inclement weather, and 2. people park in front of the stop all the time, probably because it didn't used to be no parking and is right in front of some commercial buildings, which greatly diminishes bus accessibility when it happens
- High Crossing at City View has no sidewalk in the inbound direction.
- I am able bodied, so I admittedly have not paid much attention to the state of sidewalks.
- Incomplete sidewalk between Maple Grove Drive and Nesbitt Road stop to Main Street along Cross County Road.
- None
- Better pedestrian crossing at Kurt and Milwaukee
- Bad pedestrian crossing at Milwaukee Street and Kurt Drive. I have missed the bus a couple of times while waiting for a gap in traffic to cross to the bus stop in the direction I'm traveling.
- D2 Stops on Nakoma Rd do not have lights on them
- No
- Downtown construction on the near east side, like near Salvation Army and East Wash, has made many sidewalks inaccessible for a long time
- None that I have seend
- Sometimes we have to walk far to get to a pedestrian crossing in order to go to the other side of the street to get to the bus stop, which leads folks to cross the street on places that are not pedestrian crossing and it can be dangerous!
- There are streets throughout the city that do not have sidewalks! If people are expected to walk further to catch the bus, there should be a sidewalk on at least one side the street (preferably the side that gets the most sun in the winter).
- Crossing at Regent st and Mills st is a nightmare. I have been actually hit twice just this year. And need better monitoring of westbound university ave between frances and mills st as people park in the bus lane CONSTANTLY!
- Not that I'm aware of.
- the stop in front of capital hardware on west washington is currently blocked by construction, and often skipped due to sign being in the driveway.
- Sometimes if two buses arrive at a stop at the same time then drivers skip the stop even when there are people wanted to take the specific bus
- Not that I'm aware of
- Uneven sidewalks at Gorham & Broom and unsafe/inconvenient crossing at WB bus stop near Woodman's East
- no
- I need to cross McKee to use the bus and crossing McKee is definitely taking your life into your hands. The crossings at Maple Valley Dr and Maple Grove Dr both get completely ignored by drivers, even though Maple Grove Dr has a light.
- McKee at Fitchrona (West-bound 75) isn't paved, it's a grassy area next to an intersection with no sidewalk. While I haven't personally seen anyone have

difficulty with it, it's not very accessible to anyone in a wheelchair.

- No problems for me.
- NO
- Verona in general has some pretty inconsistent sidewalk and bike infrastructure. I intend to attend public hearing on the upcoming comprehensive plan to try and improve that but Verona Ave being a 4 lane road doesn't help matters (though there is a multi use path that runs parallel next to it, it's still scary to cross)
- Various areas along mineral point road and old Sauk rd due to construction
- The city of Verona could do a better job of keeping the sidewalks clear in the winter (the ones on West Verona Avenue). Oftentimes, the snow is piled up right at the road crossing which is the worst place to put it since you need to be able to cross the road quickly. Having it piled up right in the walkway is a tripping hazard and makes it more difficult to cross the street quickly and safely to get to the bus stop.
- Not for me
- I alluded to this in my answer to question 2, but the stretch of Pleasant View between Mansion Hill and Prairie Hill doesn't have a northbound sidewalk / bike path. Additionally, the roundabout at Pleasant View / Valley View / Junction is perilous to navigate on foot (and in a car, to be honest - double-lane roundabouts are terrifying and I've almost gotten into an accident here multiple times). High Point is also missing a sidewalk on the southbound side between Lois Lowry and Starr Grass, and does not serve bicyclists basically at all between Mineral Point and Mid Town. I know I would not feel safe riding that close to ~45 MPH traffic.
- No
- Unshoveled sidewalk during Winter on the East side of Fish Hatchery road across from the Dairy Queen
- Sidewalk infrastructure is missing near the Moka by East Towne Mall.
- Meadowood neighborhood as it enters into Fitchburg (sidewalk ends as Tawhee turns into Big Bow, and I have to walk on the side of the road along that and Frontier. In the winter it is dangerous.)
- Lack of sidewalks on McKee Rd (across from Target, heading westward) have impeded some travel.
- Some bus stops don't have a sidewalk area to get on/off the bus, and walking in the grass can be difficult sometimes.
- Nope, not right now
- no
- No
- It is dangerous to cross S Whitney Way on the east side because of the dedicated right turn lane. Even when the signal is to protect pedestrians drivers rarely slow down or stop there. Similarly to cross S. Whitney Way during peak hours drivers moving west to east on Odana Rd. do not yield to pedestrians and continue to turn right to go south on S. Whitney Way.
- None
- The stop on Ridge & University is completely inaccessible. The sidewalks are broken up. The "walk" lights do not work. The traffic is dangerous making the intersection extremely dangerous to cross to get to stops on either side of University and/or cross to the UWHealth University Station medical center.
- At University and Ridge WB bus stop, the bus stop was moved to the other side of the intersection, and in a similar time frame, the crosswalk to cross university was removed. Either returning the crosswalk or having the bus stop return to the other side of the intersection on the west bound side would increase timeliness and reduce pedestrian-driver conflict.
- No access between university avenue and North tower of hill farms state office building
- I think they should bring the old one back like 22
- Construction is annoying but theres nothing that can be done about that
- No
- I have not personally had sidewalk issues.
- Roads, intersections and sidewalks all along Milwaukee St. From E Washington Ave to Swanton Rd are in desperate need a f repair.
- Not for me
- Not for me at this time
- Terrible broken sidewalks on Aberg
- The new one in the middle of Mineral Point Rd - too dangerous, afraid I will get hit by vehicle trying to get to bus stop
- No
- No

- Not that I'm aware of
- East town mall they took it out now you have to walk father to get to a bus stop
- No gaps for me.
- Almost all my stops are dirty. The stop ok Milwaukee Street close to the bridge going down the street the lady parks right in front of the stop
- No sidewalks on part of Doncaster Dr.
- Not where I normally ride.
- All of east Washington
- Why didn't we start with working on the sidewalks instead of creating the game of frogger down the busiest streets. Placing bus stops in the left lane seems real safe. Let's put pedestrians with traffic from both sides flying by them. Do you not think people will run across traffic now to catch a bus in the median?
- Nothing comes to my mind
- None
- Often in the winter crossing from raymond road to Gilbert rd is difficult as people do not clear the sidewalk on time
- The side walk ends on East Washington outside of mission BBQ does not go to end of street or around corner to next bus stop.
- Westbound stop and McKee and Fitchrona has no sidewalk. It would be impossible for someone in a wheelchair to access.
- University & Ridge, University and Farley
- Yes.
- Difficulty being seen by driver on Milwaukee Street (East).
- None
- Problems of standing in rain with unused transfer point with shelter just a few blocks away.
- Bus stop on John Nolen Dr at Lakeside St. No sidewalk on the south side of Lakeside and crossing to the north side is hazardous
- Traffic is a big barrier. If I have to cross a strode to get to the stop, sometimes I just walk the 2.3 miles to my destination instead.
- What I am concerned about is sidewalks in winter. There is so much more walking with this new service and so many people don't clean their sidewalks properly. If the City of Madison wants people to walk more, then sidewalks need to be monitored and well maintained. Otherwise, people won't make it to stops or will fall and injure themselves. Now that streets aren't salted as much, they aren't even safe to walk in which was always the backup plan when sidewalks were treacherous. Now there is no alternative if sidewalks aren't safe because the roads are often just as bad or worse. I used to think I'd be able to keep taking the bus as I aged, now it seems like this may not be true anymore. There needs to be more thought to people's safety in the winter.
- I'm sure there are, but I haven't encountered those personally.
- No
- Middle of the raceway called streets
- The hills of Segoe Ave make it very difficult to get to the bus stop
- Everywhere on University Ave. Everywhere at night and when the sidewalks are wet or icy.
- Coming from Milwaukee and Swanton, I'm 73 with neuropathy, it's hard to transfer buses across from the eastside post office!
- The west to East BRT Islands are going to increase pedestrian injuries and deaths.
- Yes linking from A to P. Westbound, you have to walk with no side walk and wait on a curb on wash. East bound you have to cross at an unprotected crosswalk.
- Yes the bus systems sucks it terrible i never thought you can make a bus system more terrible than before
- Not that I have experienced.
- There are too many areas to list. Look around at all the places that lack sidewalks. So many.
- The nearest bus stop is at least a 30 minute walk from my home. There is technically a sidewalk, the distance makes it impractical.
- Poor signage
- Gammon/Watts intersection very dangerous to cross. Actually everywhere along Gammon very dangerous to cross and there's only the one underpass to avoid it.
- Fish hatchery
- None
- North side of Old Sauk Road between Old Middleton and Gammon.
- Uneven sidewalks and no bike lift for heavy bikes!

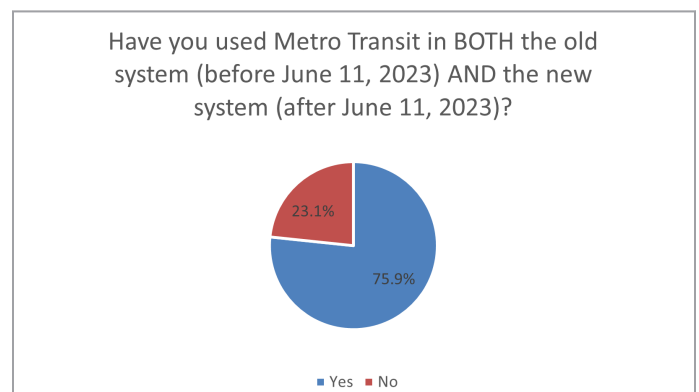
- It was very difficult when we had snow. The neighborhoods off of East Washington and East Washington itself were never well-shoveled. I want to reiterate that the new stops along East Washington in the center of the road feel very unsafe. From traffic and speeding, to bad weather elements like snow and rain, to extreme sun and heat, and even from an air quality perspective- the exhaust and the smoke. I currently do not have confidence that you will make these stops comfortable or safe.
- Distance between bus stops and lack of snow removal make walking nearly impassible in winter
- The up and down inclines on Olin Ave. make it difficult to get to the B bus at Park St. during the winter. It can be treacherous especially for residents of Romnes Apts.
- Sporadic sidewalk closures along university Ave between Ridge and Grand for BRT construction
- Uneven sidewalk and frequent black ice on Regent at Fire Station 9
- There's no sidewalk on one side going to a covered stop by woodmans east that makes it difficult to get to
- Yes I was over near the auto zone but across the street to catch the H bus back home ,right at that bus stop I have to get in the street to ride to the place where you come up on the sidewalk right in front of where the bus stop which is dum. No one thinks about our disabled only the ones that can that they are concerned about I paid my debt to society by working all my life. I have rhuematold arthritis in both legs I never thought I would have to faces challenges to getting out in society. Yes I can get a medical and non- medical rides. But what about when I want to get out amongst the people on my own? Let the wind blow in my hair catch the bus see all kinds of people interact with ppl,go on my independent own, that's why I catch the bus.
- None
- Crossing East wash at Independence
- None
- At night, low lighting on E wash, especially near Marquette St. OK, but seeing pedestrians requires a very attentive eye for drivers, or worse for those with non-perfect vision.
- Badger Rd between park st and fish hatchery
- I wish there were places where I can park my bike securely in Watts @ S Junction as I live 3 miles away. Bike&Ride would be nice.
- Not for me
- the route a on mineral point rd is tricky headed west bound since youre crossing the parking lots to reach it from grocery stores and other shops. really miss the west towne loop.
- No
- Stop ID: 9914 (Darwin @ International) has no sidewalk leading to the bus stop grass is often wet and the ground muddy. as well as impossible to get to through snow. its unclear how far the next closest stop is from that stop. the Rengent park street neighborhood is especially horrible come winter - much of the sidewalks leading to the buses are half shoveled if at all, the ramps leading up to the sidewalks never cleared and piles of snow make crossing intersection unsafe... ive had to travel multiple times ont he side of the road or get stuck in snow just trying to find the nearest accessible bus stop to get home. Unfortunatly on weekends even paratransit is hard to get to come out on time to get me to where i need to go - so ive had to cancel plans last minute.
- Too many to list individually
- Difficult crossing cottage Grove Rd from south Thompson. Also not all sidewalk on s Thompson Dr. Very dangerous!
- There is no crosswalk on Century at Northbrook for 4 lanes of traffic
- Crossing Maple Grove/McKee is challenging to make transfers between 75 / D / E due to poor intersection designs for pedestrians. Only the segment crossing Maple Grove on the south side of the intersection feels reasonably safe; otherwise the crossings are too wide and subject to aggressive turn movements and speeding traffic.
- Sidewalks are good enough for me.
- some bus stops do not have a seating area, which is difficult for when I'm carrying heavy groceries and/ or waiting long periods for bus as they are late frequently
- Nothing to note
- Getting to the median is going to be very scary with the careless drivers of cars
- Yes, near mineral point and westfeild.

- Schroeder at Saybrook does not have pavement leading to the curb on the west-bound side. It gets very muddy when it rains and the snow piles up very high on the grass during the winter. It makes it pretty difficult to get on and off in bad weather.
- No
- The detour along Old Middleton from Sheboygan and Eau Claire needs a stop or yield sign. Often to get from one bus to another riders cannot cross the street because cars do not stop. I have missed buses over this. Also, the situation at West Towne Mall with buses no longer near the center of the mall and there being few sidewalks and frequent road crossings to reach them is very dangerous for riders trying to walk to work/shops. The old stop at the Kohls was much safer. I can't get to some place I need to be since it is very dangerous to try to cross the entry/exits of the beltline (ex. by Junction Rd or to get to and from Watts Rd - those are major commercial areas).
- Some of the bus stops in Middleton (near the Goodwill store and the McDonalds on Allen boulevard) are awkwardly positioned in relation to my apartment.
- no, wish route 5 were to be back in service, popular route, no other options now,
- The new stops for BRT obstruct my view of traffic when crossing E Wash, creating/ amplifying hazard
- Crossing Park at any point is scary, even with the beg buttons. Please look into middle stops for b-brt, it's ok to get rid of driving lanes
- None the city does an excellent job on sidewalk.
- A/B Restore bus stop at UW Union Corners Urgent Care clinic. A/B Restore bus stop at Webster Street.
- The problem is that the stops are so far apart now. I'm 75 and walking 4-6 blocks extra every time I get on or off a bus means I use it less, especially in bad weather.
- No
- Frazier and raywood road need sidewalks
- No
- Please add bus shelter in front of East High School. Bitterly cold in winter & blazing hot in summer. Re-paint or replace the green bench there.
- Bus stop location for O route Olin Ave and Hickory Sts Sidewalk needs inspection and maintenance
- It has been challenging to cross E Wash at First Street, one sidewalk has been closed because of BRT station construction and having to cross First twice to

get to the stop by the Standard has been unpleasant since it's such a busy road. I anticipate that will be improved when the BRT is in service. Otherwise, my experience has been excellent.

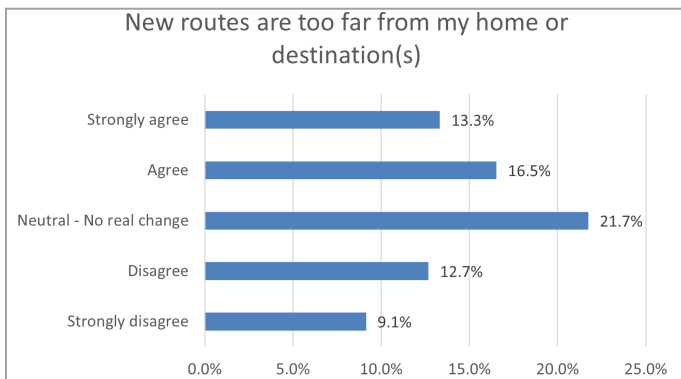
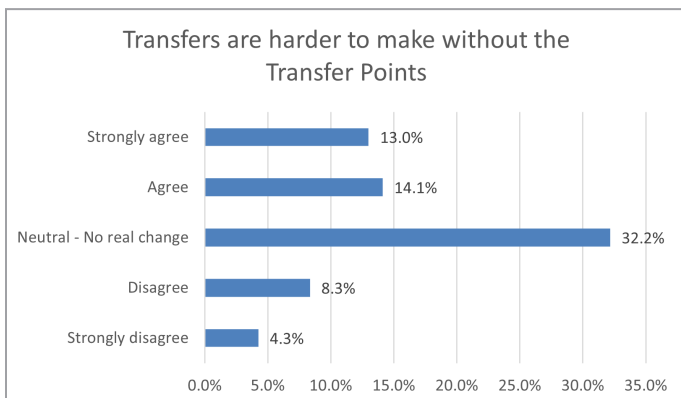
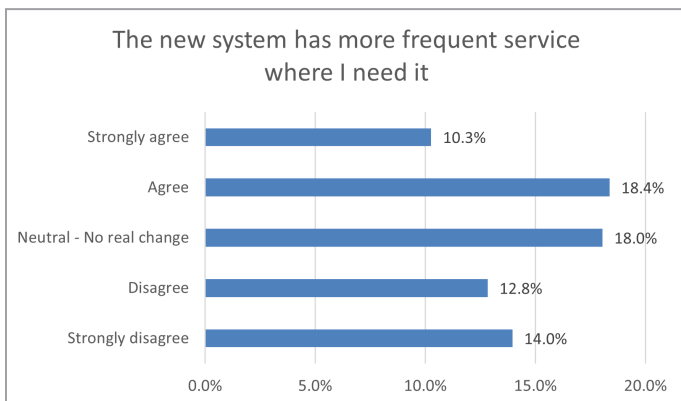
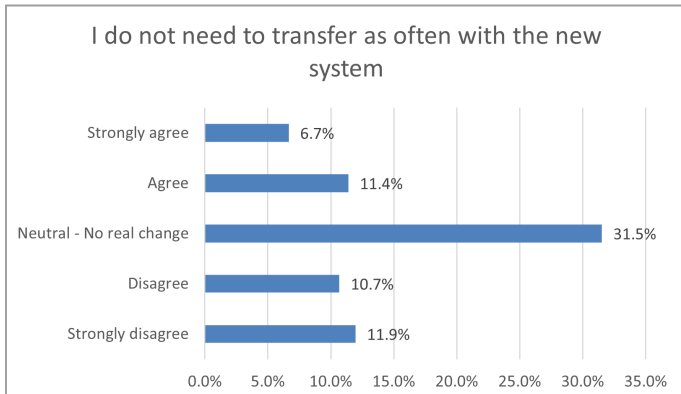
- In the winter, almost every near-campus (still off-campus) bus stop does not have snow shoveled at the bus stops. This becomes a large problem because there's large amounts of students taking the bus, but lots of packed snow/ice that results in hazards
- I live north of Darwin Rd and Packers Ave. Walking south along Packers Ave towards B line planned for Packers and Northport, it will be difficult to cross the road where Packers turns into Northport, forcing me to either walk down to Dryden Dr or Elka Ln to cross the street to travel south on the B line. If the B line stop is right next to Elka Ln, there is a pedestrian cross walk there I suppose I could use.
- Yes. Lack of sidewalks on Nesbitt Rd between Fitchrona Rd and Apple Ridge Park. This is a heavily traveled area and dangerous for bikes and pedestrians.
- Construction on University
- So far I have not had any problems with any sidewalks (SP)
- none (SP)
- I do not have any problems (SP)
- Lack of public lighting around the majority of the bus stops This makes it difficult for drivers to identify if there are people at bus stops (SP)
- I have not seen any problems (SP)
- No (SP)
- Fitchburg (SP)

6. Have you used Metro Transit in BOTH the old system (before June 11, 2023) AND the new system (after June 11, 2023)?

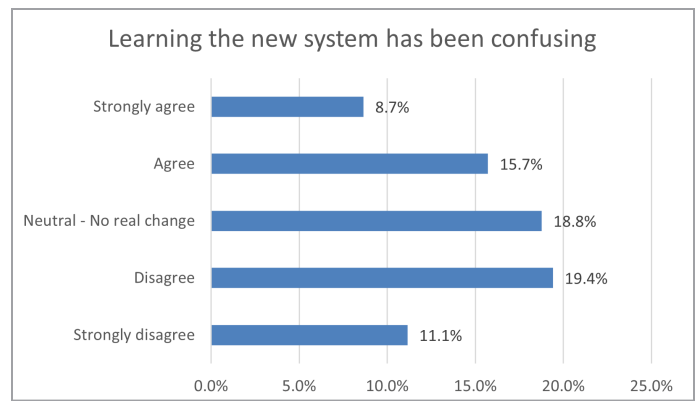


Yes (goes to question 7)/No (goes to question 8)

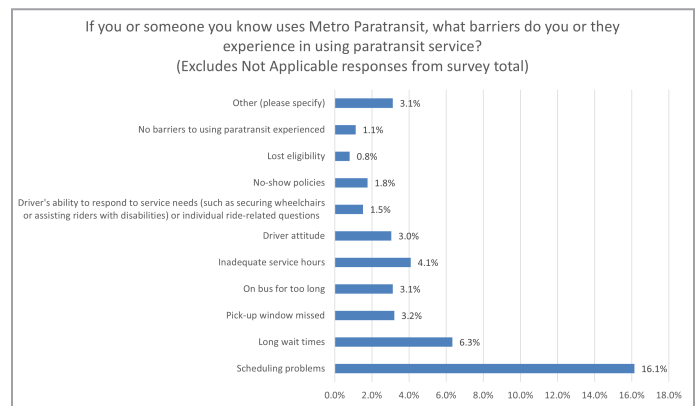
7. Please rate how much you agree or disagree with each of the following statements about what has made the new transit system easier or harder to use than the old system.



15 Responses such as "N/A" have been removed.



8. If you or someone you know uses Metro Paratransit, what barriers do you or they experience in using paratransit service?



"Other" responses include:¹⁵

- If it states ring door bell. Please do it. Person you are picking up is visually impaired. That is why you are necessary to them.
- Not on time!
- Driver attitude at times...
- Only one bag of groceries is allowed on the lap of the person - it is good to go to the doctor but not for shopping. People go to the doctor once in a while, but they eat every day!
- drivers not on time. Paratransit is also too expensive!
- Restore Metro+Plus! Private contractors driving rusted out vehicles, honking horns as they roll down residential streets is shameful substitute for the successful City-run Metro+Plus service.
- snow and ice at stop-- can't get there in a w/c
- When I transfer from the C to the D bus heading west I miss the D by only a few minutes. On the weekend, it means that I must wait for about one half hour.

- Getting onto the service.
 - not available in my city
 - The bus stops that were available before were eliminated with the new routes and changes that were made.the changes
 - it is difficult to sign up for paratransit
 - It is too expensive
 - My friend is frequently left waiting well beyond the pickup window. Drivers do not stop where they are supposed to and she got marked as a no-show due to their error and was harassed for it. The routes when on the bus are non-sensical and extremely inefficient. Drivers play offensive things on the radio.
 - You have a couple of horrible bus drivers out there on the I line that treat me like crap one in particular and I'm going to report him today from what happened to me last Thursday he was very abusive it was the 8:26l bus at schlimgen and Sherman Avenue heading down and I'm going to make a detailed complaint about the way he treated me said you see that blue sign that's a bus stop you see the letter on it that's a letter talk about abuse people like that should not be in customer service
 - Aggressive and unsafe drivers - e.g. cutting off traffic when pulling away from bus stops, road rage, profanities.
 - See previous comments
 - Still no late night route from UW Hospital to West Madison/ West Walmart area after 10+ years.
 - They said the buses are constantly late.
 - Madison Metro has eliminated riders that don't live on a bus route.
 - Unsafe
 - The Bay Creek neighborhood closer to John Nolen is not well serviced. A transfer bus that travels down lakeside or Olin would be extremely useful.
 - Though you did close a stop at East Wash and 2nd Street in front of an apt building serving people with disabilities. That 1st street intersection is dangerous.
 - I know no one who rides the bus
 - Eliminate bus service IN Sun Prairie. Need cab service. Do not need bus service in Sun Prairie. If you need bus service to Madison, use Park n Ride to connect to Madison.
 - routes are worthless
 - My husband scheduled paratransit to take him to and pick him up from a medical appointment. The driver showed up 45 minutes early to take him home and told the medical clinic he would leave without him if he didn't leave his doctor appointment in 10 minutes.
 - Not much room for mother/parents with strollers
 - Application process (including in person assessment) takes too long. Are virtual assessments an option ?
 - Paratransit does not go to Epic, the largest employer in our area. This limits access to jobs.
 - Limiting routes has cut people off from services. And telling people who used to use the bus that it can no longer accommodate them and therefore they have to use Paratransit is incredibly disrespectful.
 - This was told to me I don't use paratransit
 - Needs service to Monona/have had difficulty finding affordable transportation
 - Waiting in weather. Makes bus service totally undesirable; a real effort.
 - unsheltered bus stops
 - Returning home .. long waits for transit back home
 - They do not speak Spanish (SP)
 - The buses do not go by close to their jobs (SP)
- 9. The City's proposed [North-South Bus Rapid Transit route](#) map (page 7) shows potential station locations (From south to north: along Fish Hatchery Road at McKee, Cahill Main, High Ridge, Post, Greenway, and Badger; along Park Street at Badger, Burr Oak, Wingra, Olin, Erin, West Washington, and Regent; stations are currently under construction in the middle portion of the route; East Washington at Milwaukee/North, and Commercial; along Packers Ave. at Aberg and International; along Northport Dr. at Dryden, Sherman, and Troy; along Troy at School, Green, and Murphy; along Northport Dr. at Kennedy and School). This route will replace the current Route B in 2027 or 2028.**
- Where do you think stations should be located if not where they are shown on this map or listed above? Please indicate street intersections (such as "Packers Ave. at Schlimgen", or "Park Street at Fish Hatchery Road") or landmarks (such as "SSM Health St. Mary's Hospital").**
- Responses include:¹⁶
- I agree

¹⁶ Responses such as "N/A", "no opinion", "I don't know", and "not a part of town I go to" have been removed.

- Keep North & Milwaukee Streets Keep One w/hospitals
- Sorely miss the stop between Dryden and North Sherman. The yellow flashing pedestrian signals actually work! Drivers do stop to let you cross. Police 📷.
- Park at Regent Street; SSM Health St Mary's Hospital; near the grocery store (currently a Pick n Save)--so Cedar at Park?: at the Village on Park St
- I think all landmark areas (hospitals, health centers, grocery stores, mall areas) should have accessible buses nearby.
- Park and West Johnson or Park and University (if not stopping there yet).
- Have FREQUENT (every 20 mins) wkdy bus svcs to Dane Cty Job Ctr and every 30 min. till 6 PM wklys to that area (strip mall with Boomerangs, etc. near Job Ctr.)
- Not sure what you mean by "station"
- Without more stops the system may not be very efficient, for example UW clinic on E Wash. If people lazy to walk too lazy to catch BRT they won't take it.
- look good to me.
- The old transit station on Aberg was convenient
- SSM Health St Mary's Hospital
- Park st and Fish Hatchery
- St Mary's Hospital, Goodman Public Library
- Park St at Cedar to stop at the grocery store, in both directions. Folks need to catch the bus with groceries, not weak with them or steal the carts.
- Fish Hatchery and Ochalla or Ochalla and Index Rd
- Why do you need stops by Cahill Main?! That's all rich retired people who live over there
- SSM Health St. Mary's Hospital
- have a station all along W.Washington Ave.,very close to St. Mary's Hospital, Meriter Hospital, Romnes Apts. on Olin Ave., and Madison College South/Villager Mall.
- East Washington & 1st Street - Add a bus house at Standard Apts
- I don't know because the buses will not take me anywhere I want to go, such as Woodman's, Hilldale, East Towne Mall. I don't know where these stations are.
- Route B should be replaced now, not in 2028. Please reopen the North Transfer Point to run all the many inbound and outbound routes from there until you can figure out what you are doing.
- Tip Top Tavern area
- I like the planned station placement
- This route can't come soon enough! its currently very slow to get anywhere north-south. Making sure that it's easy to connect from the north-south to east-west will help too. Recommendations for stops: Fish Hatchery and Mckee, Fish Hatchery and Post. It would be nice to have better bike connectivity to the bus stops in this area too - for example, it's currently an awkward crossing at cannonball/fish hatchery to get to all of the stops at badger road. There is no good place to park a bike there (badger rd.) stop. It would be nice if the transfer points had better bike lock-ups.
- I live near East Towne and I do not frequent this area. I especially would not using Metro. Too many transfers.
- Near any/all bike paths you can. As close to Brendan Ave and Fish Hatchery as possible to make getting into Fitchburg as easy as possible. Fish Hatchery and N. Wingra Dr. Park St and University. Park St and W. Johnson.
- It's better to standardize, expanding off of the numbered system and using the transfer points. It's not a bad idea to put in more and better stops-service but I can't get a meaning for "stations".
- I'd like to see a stop at fish hatch & park, between the Erin and Olin stops.
- The regent, vilas, and Erin stops seem a bit close together, I think it could be two stops if the regent stop is south of regent street, close enough to meriter. Then the second stop could go by Erin and they'd be a 12 minute walk apart, so 6 minute radius.
- Let's not waste staff time on 2028 right now. The need for reliable transit is urgent. Let's solve the crisis of TODAY with a reopened North Transfer that works for the people of our city.
- Packers at Schlimgen
- There should be same-side-of-the-street stops directly in front of: * ALL MMSD schools (I don't care if they have their own busses, this is NEEDED) * ALL Madison/Fitchburg Community Centers including the Goodman Community Center * THE AIRPORT * UW Health East Madison Hospital (Eastpark Blvd), Meriter Park, St. Mary's Hospital, and all medical centers by Park Street between Regent and Fish Hatchery Rd * Dean Clinic on Fish Hatch * St. Vincent de Paul food

- pantry (2033 Fish Hatch) and all other food pantries *
Service deeper into the business areas of Fitchburg
- They just need to be closer than .5 miles. Next to health care facilities, grocery stores, and libraries would be ideal.
 - Why are you asking - its already been approved by the common council
 - If it's gonna be rapid, then well-spaced stops are the key. So, the current map is good
 - There should be more bus stop on University at the UW campus
 - These stations should be placed on Sherman Avenue. Stay away from Packers Avenue. Keep the service off East Washington; goal should be to restore efficient service from the North side to all points (without detours to East Wash which by 2028, when you open North-South service, will be a bottleneck of cars and the foreseeably problematic BRT stations currently being sited on East Wash).
 - Bridge Road at Graham or Winnequah Road at Graham
 - The North-South route should extend down to Fish Hatchery and Lacy, ideally stopping at the library.
 - Park and University. Park and Olin (or nearby new grocery store)
 - Traceway Drive and S. Fish Hatchery Road because a Senior apartment bldg is on Traceway Dr. To walk all the way to Cahill especially in winter time will be difficult going to Pic n Save store
 - Monroe St. at Knickerbocker St.
 - Intersection of Northport Dr and Sherman (so commuters can park in large lots near Willy Street Co-op). Lots of crosswalks and medians in this area, would be a good place to build stop.
 - Misses UW Hospital
 - Northport @ Goodland
 - I do feel like it should have a stop at the South Transfer Point (if there's any option of not tearing it down) rather than 1 block north.
 - how will those of us with mobility issues get to the stops in the middle of the street
 - At MATC Truax
 - If stop at Sherman & Northport is only on one side of Sherman, some sort of enhanced pedestrian access for crossing it will be needed to ensure safety.
 - In Fitchburg, provide extra stops in central and south Fitchburg to enable access to the North-South BRT. Starting the line so far north at Cahill Main misses hundreds of potential riders in central and south Fitchburg. We'd love to stop driving solo in cars, but mass transit options are really limited. Please put more stops in central and south Fitchburg.
 - Johnson and First; Sherman & Sheridan; Aberg & Huxley PLEASE, kept this route off EAST WASH and WEST WASH - you have until 2028 to figure out where people live and wish to travel (if the BRT is still in use at all in 4 years).
 - Fish Hatchery at Mickelson would be very convenient for us & our neighborhood. I also really like the proposed extension to Lacy in Fitchburg.
 - South Goodman Library Stop
 - Fitchburg library, e Cheryl Parkway and Crinkleroot, e Cheryl Parkway and Syenne, e Cheryl and research park, e Cheryl and woods hollow, Lacy and county mm
 - SSM Health St. Mary's Hospital, Meriter Hospital, Express service to epic?
 - Park and Fish Hatchery Road intersection
 - This does not seem like it would efficiently serve the airport - walking the distance between Aberg/International and the Airport.
 - These routes require too much time spent on getting from one place to another
 - B Very good, keep
 - Dane County Airport
 - Looks good, not clear how the airport is served in this new layout. I would expect airport service to be integrated with a high frequency line like B, but perhaps not. Just a big question that isn't answered by the presentation given how important the destination is.
 - Meriter, St. Mary's Hospital, UW Health Northport Clinic, UW Health 1102 S Park Clinic, Meriter Therapy Central S Park St., St. Vincent DePaul food pantry and Dig and Save, United Way, public benefits office, Planned Parenthood by S Transfer Point
 - I think the station locations are good.
 - Commercial Ave at Oak St.
 - All along troy drive
 - Warner Park; Oscar Mayer factory building (especially if the train station gets located there); St. Mary's Hospital

- Everything is fine.
- More stops on Sherman would be great
- Should have gone down Sherman instead of Packers
- Park Street at Dayton
- I think the new plan looks good.
- As I said earlier, I think that Midvale Blvd. is a perfect place to add a bus route and I believe that Midvale is large enough that a BRT route could potentially be added and would make things more efficient in that area.
- Pick N'Save on Park Street, Park at Fish Hatchery, Meriter Hospital, Johnson and Park.
- Stops seem good
- Add stations around UW Hospital system
- no opinion, I trust Metro to make the best decisions
- My commute involves the South Park St. leg of this map and the potential station locations shown on this map are just fine with me!
- I think this system is exceedingly useless and won't work well. I think the new construction is a waste of time and resources.
- It is important to have bus stops near Madison College and the Black Business Hub.
- This is great but doesn't help me. I need from woodmans east to down town, preferably by the hospital.
- There needs to be in the UW Madison campus
- Commercial at Kedzie, Commercial at Oak - this area is sorely underserved. Also, Commercial to Willy Street (old #4 route) is very much needed.
- Brooks stop by St Mary's.
- I think the city should wait to see any problems that arise with the East-West BRT before launching into the North-South BRT. Seems ridiculous to not pilot the entire system before replicating it.
- Add a stop at the Airport between the Packers and Aberg/Int'l stop. The staff rejected several options for the airport (e.g., splitting the line) but why not just add an "in-line" stop to the staff-recommended route?
- Sounds great
- Airport
- need bus stop at Park/Buick and in front of Goodman Library if no stations there
- I'm unhappy with the BRT's impact thus far on bus riders and our community. I rode ~15 times/week

and since June 2023 I take 2-3 rides. My coworkers are angry with the BRT construction, I miss the veteran drivers who have quit, the upcoming Fare Pass is so complicated and restrictive; Metro has become a mockery of the wonderful service enjoyed in the past.

- Link didn't work for me.
- Route B should be extended into Fitchburg
- They are currently located in good spots
- Sun Prairie Woodmans or Walmart going to Highland and Observatory Dr. Intersection
- UW Hospital/School of Nursing/Children's Hospital/VA area.
- New bus stations should not be located where mature boulevard trees would have to be removed for construction. Please plan for more shade trees near stations... they make the bus wait more pleasant than just painted concrete and a glass box.
- UW Hospital. why is this not included in the BRT
- Fish Hatchery at Lacy
- All services are good for everyone.
- Proposed plan looks good
- Packers Ave. at Schlimgen
- Route needs to extend down SR 14/18 to Lacy Road - perhaps include a run through Lacy Road and Uptown Fitchburg development
- Mineral Point, Regent, Meriter Hospital
- looks good to me and my route.
- I think an extension of the service along McKee road, adding stops at Chapel Valley Rd., Richardson St., Osmund South Seminole Hwy, Commerce Park Dr., Fitchrona Rd, and terminating at Maple Grove
- The bus rapid transit system is so poorly planned out that there is nothing I could type in this box that would adequately address it. The stops in the center of the road create more problems and danger than issues they have solved. The failure to commit to either a center bus stop or side bus stops along the route is ridiculous and confusing.
- THE B ROUTE SHOULD RUN DOWN SHERMAN AVE WHERE ALL OF THE BUSINESSES ARE INSTEAD OF PACKERS WHERE THERE ARE ALMOST NO BUSINESSES!!!! THE MAIN NORTHSIDE BUS SHOULD BE ON SHERMAN. (Restaurants, banks, libraries, job center, coffee shops, food trucks, etc. are ALL on Sherman.
- Meriter McKee Clinic

- UW Hospital, West High School, Glenway golf course, West Town Mall
- Looks good to me
- St Mary's hospital
- None
- I think the station at the south end of the line at McKee road should be constructed so the line could be extended further south someday, e.g. to the Fitchburg public library area. So put the station on Fish Hatchery road and not on McKee for when that day comes. I also think the station(s), probably by Aberg, should be located in such a way so that it's possible to build a connection to a future rail station, if that is chosen to be built on the old Oscar Mayer site. I don't think it makes sense to divert the entire BRT to the new station (if there), but at least allow for a shorter walk.
- Further down McKee Rd, Pick n Save on McKee
- Again, only if you live on a bus route will riders use the bus. Nothing for riders trying to use Madison Metro from outside of the Madison area!
- Packers at schlimgen
- Just make sure it stops at Blair Street on E. Washington (near The Beacon Center) so homeless can have access to it AND make sure it stops near many of the Health Care Facilities on Park Street like it does now (SSM and Meriter Hospital, Access Clinic)
- Nothing specific, I would be using it like a park and ride so areas with street parking would be important to me.
- You threw away a lot of good parking lots at transfer places that were full all the time. You skip the hospital not bad walk on nice days but when raining or snow and cold not nice. A lot of people from hospital ride busses.
- N-S legs of B route are just limited in their coverage, missing spots/roads I would use if trip duration was acceptable.
- Looks adequate, was a nice move to adjust the spacing in the Bay Creek neighborhood.
- This route should be amended as described above.
- I don't spot anything immediately. I may have more of an opinion about this as I use the new system more.
- Not sure why we are using an outdated list of BRT stations when there have already been changes made in response to public feedback that were presented at community meetings in April. The B route with the additional changes is OK.
- Not applicable to me because I transport to/from West side and Central Madison.
- Not sure if this is feasible but might be nice if BRT stopped a little closer to the airport. It gets you close but still might need to walk ~1 mile (if I'm understanding the map correctly) which could be tough if carrying baggage.
- Wingra Clinic
- Eliminate bus service IN Sun Prairie. Need cab service. Do not need bus service in Sun Prairie. If you need bus service to Madison, use Park n Ride to connect to Madison.
- Airport, or else a shuttle needs to loop from International to the terminal.
- I think it's fine
- Park at Fish Hatchery
- Provided stops seem appropriate
- The most convenient stop for me would be Park Street at Fish Hatchery Road because that is closest to where I live.
- More stops between Erin and Olin
- I like where they are
- Without knowing all the landmarks along the route, major ones include hospitals, health care facilities, groceries, education building, libraries, and government buildings should be at/near stations.
- I think more stops on the Park Street section would be good (namely the stop at Fish Hatchery going away is unfortunate since it's a fairly utilized stop for nearby housing developments).
- more stops on west Washington would be nice- ideally Washington and Bedford
- Schlimg3n is a good spot for a stop but it would make more sense for the bus to run up Sherman because no one lives on the other side of Northport. Brentwood neighborhood has a mighty long walk to Northport to pick up bus.
- Park @ Badger Fordem @ McGuire
- I hope y'all keep Route B in addition to North-South BRT!
- proposed station locations look good overall
- That McKee stop is in a pretty much useless location. If that's the only place the city can use to charge and not down by Lacy or E. Cheryl, then I get it--but that route extension is way better for the people of Fitchburg than having buses idle while charging on the

backside of the pizza hut with a big drain pit blocking a walking path to anything. I have paragraphs I could write about why this location is suboptimal versus the extension.

- Fish Hatchery and East Cheryl or Fish Hatchery and Lacy
- Fish Hatchery at or between Cahill and Caddis -- de-touring onto Cahill makes no sense for a BRT route
- Again, it would be nice to extend the north-south route to stop in Verona. McKee is already pretty close.
- Bring the south route down a bit to Verona? Again, Main Street/Verona Ave or by the ice rink, if that's not too far?
- Pick N Save on Park St Extending this to Aldi / Target on McKee would be great if possible, it connects up to Route D
- Breese Stevens Stadium
- Park at Fish Hatchery
- This is a fantastic idea. I work at Epic, so a direct/express route from Epic campus in Verona to downtown Madison would be amazing. Buses could also be re-routed from Epic to those express routes. Connecting campus with the airport would be really helpful.
- Would be nice to get all the way to the airport or to have an easy extension there.
- The stations should go in dedicated bus-only lanes that replace existing street parking on Park Street.
- Unaffected by north-south, but the western terminus should not have been junction road. That area is too sparsely populated.
- Happy with the proposed stations on Park Street - please keep the ones near Pick n Save and the old South Transfer Point.
- This still leaves out an entire chunk of the Northside - Lakeview, Cherokee, Gompers, etc.
- We welcome the north-south route, but it still will be a barrier to get to the route from our home (Dakota and Delaware). Northport at Dryden or Sherman or Troy would be the closest stations. The frequency of buses will be wonderful.
- I primarily use the bus system for commuting to/from work and neither are on the north/south line, so I do not have any input.
- I'm not picky about the locations, but for a disabled person like me the increased distance between stops is simply too great. You've already eliminated so

many routes and stops, and now you're eliminating more. Not accessible for so many of us!

- SSM Health St. Mary's Hospital - it's hard for me to see on the map where stops are, but this would be a good stop.
- Park at Dayton
- No
- North & Johnson, Commercial & North
- East Wash at First st.
- Even your questions are confusing, no wonder the new bus system is confusing.
- Packers/Schlimgen(though the current spot where this stop is is a pretty small area and said station location would be challenging to build)
- Stops near SSM Health St. Mary's Hospital would be good. Would be good to keep going South to Lacy road. Badger road area is bad neighborhood so may be good to skip that area.
- I'm worried about the reduction in number of stops with brt when they are farther apart. Further walking distances is far less accessible.
- East washington
- No suggestions for additional stops.
- Maybe you shouldn't change the route. To many changes makes people NOT want to take the bus. The rider ship of the bus is down and more frustrated. Old routes were best.
- Get rid of rapid transit. Accident waiting to happen. Huge clusterfuck of nonsense
- As shown
- Postpone NS BRT until current problems are worked out, and until cuts to neighborhood bus service have been reversed.
- I think the station locations along the proposed line are good.
- SSM HEALTH, MERITER
- Looks like they're all in high crime areas. Will there be on site law enforcement or a direct phone line system (blue light) for emergencies?
- None
- Airport stop (I may have missed this on map)
- Why can't you do it like in Illinois they have a traffic light that someone pushes a button and it tells the driver that he has to stop there if you don't push the button the the bus driver don't have to stop there

some people act like they're sitting in their in the shelter waiting for the boss when the bus just comes oh my God I'm going to miss the bus and there they act like the driver has to stop all the phone I had a wheelchair I was in my wheelchair and I got injured because we stopped for that idiot that did not want the bus initially then when the bus got about open through the stop to flag them down after driver was about block away

- Do not place a stop on Packers around the corner with Northport.
- Where they used to be located. Go back to old system!
- All hospital, clinics, grocery stores, and libraries need to be accessible to these routes and their corresponding stops.
- The airport.
- Somewhere between where W Badger Rd begins/end and Fish Hatchery Rd begins/ends (e.g., by Emil St.)
- East Johnson and Fordem. American family drive at American Parkway both directions.
- First: Do not put them in the median! 113 is a state highway. Second: there are way too many stops.
- SSM Health St St Mary's Hospital Buick at Park
- Park Street at Fish Hatchery Road
- Middle of the road bus stops dangerous - imagine a group of kids, pushing and shoving each other - maybe into the road! An accident waiting to happen!
- In a recent Metro meeting, I heard that BRT will be only about 10 minutes faster (from start to finish) than the current bus. If that's the case, I'd prefer that stops exist every other block. That's more important to me than where the stations go. I'd happily give up a few minutes of transit time for more convenient stops along the route. So put the stations wherever makes the most sense, but also ensure there are stops between the stations.
- I don't ride this route enough to know, but serving hospitals and other clinics should be a high priority.
- Packers and Commercial
- I mean, it would be awesome if their was a North-West route that went from the north side and passed by the UW Hospitals. TONS of people work at those hospitals and being able to take 1 bus instead of 2 would be so nice in the freezing cold and pouring

rain, especially since so many stops have no shelter or cover of any kind.

- People will die trying to access stations in the middle of the street. East Wash is one of the most dangerous streets in the city.
- More near Monona
- Park St./ Fish Hatchery Rd.
- Monona Dr
- SSM Health St Mary's Hospital
- Keep the stops at Fish Hatchery@Traceway, Ochalla; Badger@Cypress; Move the Park@Wingra stop to Park@Cedar and the Park@Olin stop to Park@Parr; Move both the NB & SB stops at Park@Regent to S of Regent; Keep the stop at E Wash@Ingersoll, North@Johnson; Remove the stop at Packers@Aberg; Move the Troy@Green stop to Troy@Harper
- Commercial at Packers
- Looks good. Although the stations are far from the grocery store on Park street at Cedar.
- Proposed locations are good, but would like to see BRT B extended further into Fitchburg.
- Those look to me
- Park Street Pick n Save
- To airport
- Park Street at Fish Hatchery Road
- In their original spot. Transfer points north east south and west
- I live along the Park Street portion of the North-South BRT route and think the stop locations are good! I think adding too many additional stops would cause the bus to slow down. This route seems like a good balance of distance between stops (i.e. close enough to give people options within walking distance, but not so close that the bus would constantly have to stop/start).
- What is the question? Thisling paragraph is confusing.
- They should be located in the mayors butt. Dangerous stupid not needed dangerous waste of money dangerous don't go to places frequented dangerous doesn't have easy or safe access for disabled or elderly
- There should be a branch to the airport as current D2 service is slow and doesn't connect well with the rest of the system.
- By smith hall, Goodman library area

- Safer areas around high schools
- Fitchburg Civic Campus (route extension)
- Park St. and Fish Hatchery, SSM Health St. Mary's Hospital
- No comment, bus lines were working fine prior, I cannot even get to the capitol square anymore (no #2, no #5), nothing replaced,
- Listed - North at Commercial. Not listed - North and East Johnson
- Don't bother. Let's wait and see how the East/ west service goes before tearing up streets
- Sherman @ Commercial. Move bur oak stop south 1 block to be more evenly between dig n save and the shopping center/library
- Trash proposal
- Restore bus stop at Urgent Care on E. Washington.
- Packers at Aberg is an odd location because Packers goes over Aberg. Will the bus be exiting Packers to pick up people? I'd like to see a stop at Packers and Schlimgen.
- this route should come down Sherman Ave., not packers
- Proposed South/North BRT expansion should be careful review, what is really needed would be several community routes that service the surrounding communities to then link with the proposed North/ South BRT expansion More faster buses may be a barrier for increasing ridership Accessibility is the factor the broadens service as the transit system evolves naturally along community needs
- Dane County Regional Airport
- BRT is not needed
- Park & Regent
- North and Commercial
- On International by the LGBTQ OutReach Community Center. There are other service agencies in the same building as well.
- I would agree Packers and Dryden would make for best stop in the northside neighborhood I live in. Good access to shopping center area and Warner Park.
- It would make sense to extend the network to the Fitchburg City Hall to serve downtown Fitchburg and

the large employers there, as well as create a connection with the 65.

- Midvale y Nakoma, o Midvale y Odana
- none
- SSM Health

10. Are there any problems or gaps in the sidewalk network that will make it difficult to reach proposed Bus Rapid Transit stations? Please provide any specific locations, such as street intersections or blocks. For example, "no safe crossings of Packers Ave" or "no sidewalks in Capitol View Heights neighborhood".

Responses include:¹⁷

- No
- Monona Dr. Broadway area
- Longer walk lights on E. Washington People drive too fast
- E Washington Ave. is like a crazy race track. Could it be slowed down?
- Mineral Point to Gammon/Watts area can hopefully be improved! Thanks!
- I think your focus on sidewalks is misguided. Sidewalks are/can be a problem regardless of the location of a BRT station. Fixing them should be done BUT the question about why the system now mandates walking blocks to get a bus needs to be solved too. FIX THAT FIRST.
- many people think that it will be hard to walk the middle of the road for those who have difficulty walking or use a wheelchair or a cart. They will need more time than they can use the crosswalk.
- I kind of worry on East Washington street because people drive very fast!
- not safe crossings of Packers Ave/Northport
- Need sidewalks on Milwaukee St w/ all the new Apts.
- Most of East Washington Avenue across the street from Denny's for several blocks down from across the street from Hy-Vee East is a tough for pedestrians to navigate dangerous, muddy when rainy/raining, hole-containing mess! CLEAN IT UP and add back removed bus stops!
- I have no idea - I'm wondering if anyone will be hit by a car using this system. I know I will not use it.

¹⁷ Responses such as "N/A", "I don't know", and "unsure" have been removed.

- Very hard to cross Packers. No way to walk up packers and cross Aberg
- none
- No.
- Too many to list.
- Packer Ave
- Narrow walks under Packers at Aberg.
- Proposed BRT in 2028 does not address the urgent and immediate need for restoration of decent service in 2024.
- Park Street is really scary to cross as a pedestrian. Cars need to slow down more than just with speed limits, I hope a “new” Park Street will introduce infrastructure to slow them down.
- The entire length of Mineral Point Road. There will not be enough lane capacity for the volume of traffic, and not just during rush hour. For example, Mineral Point at Rosa will have, in each direction, one bus lane, one bike/right turn lane, and ONE lane for all of the passenger vehicles. And shelters in the median. This is a recipe for disaster.
- Cant you link to the plan for fixing these issues? We’ve already answered this at public mtgs & Metro has already published a plan.
- Packers ave is very difficult to cross
- Sidewalks? Have you toured Packers Avenue? Stop dropping off people at Highway 30/Aberg right before the bus crosses the highway to take the ramp up unto Packers Avenue. This is beyond dangerous. Surely your insurance carrier cannot approve of your letting people off the bus at that hazardous “island” there. What is the idea behind that stop? There are no sidewalks or pedestrian bridges there.
- NOT TO MY KNOWLEDGE
- to soon to tell
- Nope! Not that I can think of at the moment! Will let you know though!
- Northport is terrifying to cross, cars even speed up to haze pedestrians. I’ve nearly gotten hit by cars coming off the hill near school road. No stops along university
- None with respect to the proposed North/South BRT route.
- Don’t place bus stops just “after” stoplights; stops in the middle of the block are SAFER. Don’t reinvent the wheel to save pennies or make up for current crop of schedulers being unable or unwilling to schedule transit routes in coordination with traffic signals.
- No safe crossing from pedestrian bridge over the Beltline to get across West Badger Road
- My issue is East Wash with no audio walk signals.
- No
- Side walks are not the problem its too much walking involved now since the bus changed I hate and I met other who say the same thing
- no
- As above. Snow and ice. Before one is done waiting to cross (halfway or all the way) Milwaukee at East Wash, the bus is pulling away no matter how much time one allows. Perhaps buses could wait through one stoplight cycle at major intersections with beastly long don’t-walk cycles. Drivers are extremely intolerant of this issue.
- Limited safe crossings on S Park St and on Fish Hatchery; poorly maintained sidewalks on the Southside in general; limited streetlights along much of the route
- No
- NO safe crossing at all on East Wash. Especially at East Wash and 1st. Drivers don’t look for pedestrians if they are turning right onto East Wash from 1st (going toward the Capitol).
- There are very few safe crossings at Packers Avenue.. And buses should run again on Winnebago Street and atwood!
- Aberg Ave intersection seems like it would be a mess for pedestrians
- No problems whatsoever that I have been made aware of
- There is signage about no left turns on 4th Ave at East Washington, but I see people continue to make those turns every day. Perhaps there could be additional signage? I think it could be dicey when the BRT station is live.
- No.
- no sidewalks in my neighborhood
- I am concerned about safety of center lane stops, especially in locations where there are no stoplights. Given track record of snow removal in medians I also worry about accessibility in winter
- The stop by children’s hospital is not paved and not handicap accessible (it is in the mud with no shelter).

- Not that I know of.
- No safe crossing at Johnson/E. Wash - there's a light but it's very dangerous to cross even in the crosswalk. Cars barrel south on E. Wash at high speeds.
- Ridge St Kendall to University Ave
- Olin and fish hatchery would be difficult if in the middle of the road
- will be farther to walk to downtown stations during events like Concerts on Square, art fairs, or during construction detours
- Islands in the center of the streets don't feel safe and require us challenged people to traverse a gauntlet of traffic.
- A line, high crossing, does not have sidewalk on all sides. I know the B line from downtown towards the south and I believe there are adequate sidewalks
- Again, not enough shade trees along N/S route sidewalks. I can't be in the sun for long, it is one of my disabilities. Bus patrons should have shady sidewalks the whole route to the bus stop for our comfort, health, and safety from intense sun and polluted air along city sidewalks. It is a safety issue for us bus users... not just aesthetics.
- Only one side of the street has lights that cross from Greenway and Fish Hatchery. Hopefully both sides of street can be crossed after construction.
- It would be beneficial for residents to have at least one bus stop on Monona Drive to improve accessibility and connectivity within the city. This could help alleviate transportation issues and provide a reliable option for those who rely on public transit.
- I agree with you on this.
- Packers Ave crossing unsafe at times
- Effort should be put forth to ensure that the pedestrian crossing signals function well at these intersections during off-peak hours.
- None that I can think of.
- no
- No
- safe crossing at South Hill/Whitney Way, Mineral Point/Whitney Way, Mineral Point/Rosa
- None
- not that I know of
- All my stops are currently under construction so hard to tell.
- No sidewalks in Blooming Grove (areas between Milwaukee St. and highway 30)
- No
- Nope.
- Whoever came up with the new bus system obviously does not take the bus or drive much in Madison
- Since you mention Packers: yes, Packers feels unsafe to cross pretty much anywhere. That is a car-centric area and people speed along while staring at their phones in their laps. Eep.
- Not sure if it's a rapid spot but again unsafe to cross University and Norman Way intersection.
- Eliminate bus service IN Sun Prairie. Need cab service. Do not need bus service in Sun Prairie. If you need bus service to Madison, use Park n Ride to connect to Madison.
- Darwin Road near the airport does not have a sidewalk for parts of the walk, which if you're traveling from the airport to the nearest B stop, can be difficult to navigate. Why not take the D2 bus and just transfer? The transfers do not line up very well (time wise), and there are no benches at those potential transfer points, which is made more difficult if you have luggage.
- None
- Bad pedestrian crossing across Packers Ave at the stations along that road
- There's not many safe crossings on Park St. With center bus stations, I worry about how hard it would be to get to each bus station as a pedestrian.
- No
- Yeah. Then entire University Ave both east and west-bound outside of the campus part. Like by hilldale
- The crosswalk situation at the Olin stop is a little annoying if you're coming from the other side of the street, but not bad.
- There should be a stop light where schlimgen meets northport. That intersection is already unsafe, having the apartment building there where the bus stop is will make it worse.
- TBD - depends on how/where stations are built along the current route. Fitchburg currently has bus lanes on the sides of the road rather than the middle, which are convenient but could need to change.
- They seem to be in the middle of the street, and I don't know how to get to them

- No specific things come to mind
- East Washington stations are in the middle of a very busy road with dangerous crossings
- Much of East Washington is uncontrolled intersections that are dangerous for riders to reach the center line stations. I also have significant concerns that the Bus Lanes will not be respected by drivers. I frequently see people driving in the Bus Only lane on West Washington.
- Minor issue I noticed when walking from Terrace Point to a bus stop: There are sprinklers that sometimes spray onto the sidewalk where people may walk in the morning. These are located outside of The Highline Senior Apartments (<https://maps.app.goo.gl/RWikt7UM8msjBKvd9>)
- Unshoveled sidewalk on the East side of Fish Hatchery road just south of the Post Road intersection.
- Sidewalk gaps along McKee will make reaching the McKee/Fish Hatchery stop more difficult.
- None
- No
- Improve safe pedestrian/bike crossings on Park St at Vilas and Erin. (Current bike path is 1 block away and good connection would be beneficial.)
- Reminder that it is a BIG hill between Northport and the northside neighborhoods. If the L continues to run at just 1 per hour, then only the immediate neighborhood benefits (within a 10 minute walk).
- Lack of sidewalks in Cap View Heights area and long distance from home to Park St to catch a "B" bus.
- Crossing East Washington is never safe; car drivers ignore red lights, don't look for pedestrians in cross walks, and sometimes run straight onto the sidewalk.
- No
- Not with the sidewalk specifically, but at certain parts of East Wash is is very hard to cross. There are no lights and you have to wait for the right window which during peak times can take a long time.
- safety of crossing busy roads even with crosswalks
- How can we really know this until we ACTUALLY use them.
- should be a stop light at the Packers/Schlimgen stop,the flashing light deal is better than it was originally,but A LOT of drivers will not give people crossing the right of way,even with my shopping cart...
- No
- Not that I can think of
- No problems or gaps for me.
- The bus stops are in unsafe areas, dirty and make the city look horrible
- There dificulte Because The Bus Live You On Main Road Like Eastwashingtom which is a busy intersection. The city should implement safe ways to cross busy roads. Like flashing walking pedestrians signs and buttons. Lights at the bus stop and shelters in all bus stops or at least more light so busses see us and not pass us or make a sudden stop which is dangerous to passengers and cars behind.
- No
- None
- I live at 22## Woodview Court there's no sidewalk to go to my building I have to travel on the street do I want to no [address redacted]
- No bike facilities along Packers Ave
- Packers especially needs better pedestrian crossings
- How about crossing E Washington Ave on the east-west route? Or any other busy street on either BRT route?
- Park street is full of dangerous crossings esp. by Pick and Save.
- No safe crossings on Packers Ave. East Washington Ave has crossings but in the far east where the stations are at the curb not the center line some pedestrians may have trouble crossing to get to their station.
- I am really wary of East Washington. People speed and drive recklessly.
- The problem I see is having to cross the street to catch the bus in the middle of the street. In bad weather – rain or sleet or snow – there are more slip-and-fall risks, especially for older people. It will be harder for people with small children or disabilities. I expect to get splashed a lot by rain or slush. Everything will be worse at night. Will traffic lights wait longer for people needing to cross to a bus stop? How will the city train drivers to negotiate those red lanes?
- None in my area. I know that the stops being further apart may be difficult for people with mobility impairments, but it will help 99% of bus users in saving time and it's such an improvement (not to discount the 1% it's harmful to, but the benefit is huge, and we can find ways to help the people who need it)

- The stop at Packets@Aberg is probably the most unsafe stop in the city
 - When there's snow, it's unsafe to drop off the bus
 - Any places
 - pedestrian crossing around McKee/Fish Hatch is quite dangerous.
 - Crossing University/Campus is going to be dicey at all points, even with the middle BRT stations. Under or overpasses would help.
 - No sidewalk in my area.
 - No safe crossings if Packers Ave. No safe crossings if East Washington Ave.
 - Seems good where I live.
 - Yes on allied across from auto zone H bus. On mineral point by the cemetery across from bone fish grill. The mayor doesn't know what she's doing. A driver blamed it on her especially taking away the bus stops
 - I think the Park Street section of the route is generally not very pedestrian/bike friendly. The sidewalks are narrow, the lanes of travel for cars are wide and straight encouraging high speeds. I hope that the addition of BRT may come with traffic calming measures, potential widening of sidewalks and/or addition of bike lanes, to make the area more walkable.
 - no
 - you already asked this. badger road between park st and fish hatchery
 - Crossing cottage Grove Rd from s Thompson Dr too dangerous. There's not all sidewalk on s Thompson so difficult and dangerous walking on s Thompson to get cottage Grove Rd and cross it.
 - West high area, old university, university, regent
 - By the cities own admission to TC, Park is only safe if you hide behind a car. This makes a crossing impossible. Generally, giving up on pedestrian safety at crossings will make bus riding less attractive, not more. So long as the city's line is that the only thing keeping you safe from a bad guy with a car is a parked car, I just don't see wanting to bus a lot.
 - none known
 - During winter the lack of shoveling at some curb cuts made crossing difficult.
 - No safe crossings at the entry/exits of the beltline (ex. by Junction Rd or to get to and from Watts Rd - those are major commercial areas). Unsafe crossing at Midvale and University (complicated/busy intersection and I've nearly been hit there by cars while I'm in the crosswalk with the walk sign).
 - disruptions are that the BRT work has affected car traffic, so I would focus on car traffic, not sidewalk network. if you can keep car (and truck) traffic flowing, sidewalk use is much easier,
 - 4th and E Wash visibility at the eastern crosswalk is impaired
 - Park st generally scary to cross at any point
 - Waste of money
 - Nope
 - Metro is unreliable. Politicians should try riding system and walking in rain.
 - I foresee problems with crossing East Washington to get to the middle of the street.
 - Just looking at the newly constructed bus shelters in the middle of the roads, I foresee many scary crossing moments for young, older, and disabled, esp during the winter and less lit times of the day. What were you thinking????
 - This is going to be a shit show!
 - Depends and probably definitely sooner than later
 - None
 - If safety measures can be reviewed and ensure they meet DOT guidelines at Dryden and Northport Dr, that would provide acceptable access for me living north of that area.
 - Wheelchair crossing to the middle of the road stations on Mineral Point road
 - None that I know of for the North-South Transit stops (that aren't already included in the East-West stops), it's outside my areas of needing service.
 - There should be a better pedestrian connection between Park St at Olin and High St/South St.
 - I'm not thrilled about bus stops in the median of busy streets. It's already dangerous crossing some streets (eg. Mineral Point at Whitney Way). I don't expect that drivers will pay any better attention to pedestrians crossing the street after exiting a bus.
 - No (SP)
 - none (SP)
 - No (SP)
- 11. Do you have any comments or other suggestions that you would like to share with us?**

Responses include:¹⁸

- Love the new changes as a whole!
- Transfer @ North & Milwaukee needs to have longer walk lights - ABD buses are on time for accessibility - sometimes wait is too long.
- 31 day automatic renewal?
- Saying that "buses run till midnight" is a bit disingenuous. Buses may be on the road till midnight, but they usually start their last run well before then. You might not be able to catch a given bus west (or east) of the Capitol Square after, say, 11 p.m. Also, with fewer buses stopping at the Capitol Square, or at the four transfer points, you can't wait at the same stop for more than one bus. For instance, the C, D, and E buses all get me within walking distance of my house. But if I'm coming from an event at the Overture Center, I can't just go to the Square and wait for one of the three buses; I have to commit to one bus stop, because the bus stops are scattered around downtown.
- 1) Since the F bus turns around at Metro Market (University Ave area). It should pick up passengers at (the westbound)University and Midvale stop . This busy intersection is where many shop, eat, work, pick up groceries and go to Hilldale. Many of these folks live in Middleton; not sure why this stop is not the first stop when the bus resumes going westbound (after it stops its Capitol Run). 2) The F should run like the 70 did. It should not be more cumbersome to get to the West Side/Middleton area. 3) Hire riders to get rider/community (REAL) input. Most people are not going to take the time to do these surveys. The people who rider regularly usually have a network of people that they know that ride the bus. People are generally too busy to attend focus groups and fill out surveys. Valid feedback could be gotten more efficiently from regular riders on the bus. We often see the same people every day. 4) Reopen the bus stop at University at Lake Street (westbound). The University at Francis stop is terrible and rife with people temporarily parking and delivery drivers, pulling in and out constantly. It is a tight, and terribly inconvenient stop. The driver are often honking and trying to get cars with hazard lights on to move (especially late afternoon and evening). There are 3 restaurants right there. University and Lake is a much more convenient stop.
- Switch back to the old bus just work to improve the old lines
- Buses - especially at fareboxes and where drivers sit need BRIGHTER lighting! My vision is severely impaired.
- I'll just emphasize my appreciation that folx will be reminded that buses need to stop as close to the curb as possible - especially when wheelchair/cart/strollers are involved.
- So you no longer have a "kneeling" bus...Drivers (some) lowered this for all. Now none seem to do this & as they park so far from the curb ascending is difficult for me. This seems to be an attempt to remain on schedule. I have also noted speeds over the limit on E. Washington and other routes. I know you can monitor this but do you? I would appreciate also drivers waiting til elderly riders are seated before driving off.
- How do you get on bus on the opposite side of traffic
- For us has not been good. To get some groceries I have to call a taxi - that means \$25.00.
- I wish buy no.28 start early to UW Hospital.
- I'm so excited!!!
- making it more difficult for cars on the road when the bus stop is in the middle of the road
- if the bus is running ahead of time, I would appreciate them waiting until the scheduled time to leave the stops as that's how I frequently miss the bus to get to work.
- Shorten routes.
- I would like more access to city and county parks on the bus.
- The stop for the BRT are spaced too far apart, they do not meet the needs of the riders for convenient pickup points or dropoffs, making the riders walk MUCH longer distances!
- Go back to the old system and/or please cater more to lower income neighborhoods/working class people who rely on public transportation to get to/from work
- I was a little disappointed when the new system map was published - not because any of your decisions were wrong, but that we as a city weren't in a position to "yes, and" bus service. I LOVED the bus when I could take it to my job on campus, but now even though I live more centrally, I can't find a way that the bus makes more sense for what I need than a car. I hate this. I guess I wish I knew who I should point my frustration at to help your funding. Also - what the

¹⁸ Responses such as "N/A", "no", and "nothing" have been removed.

HECK do the solid lines & red spots mean on Whitney??

- I really like the freedom the bus gives me to go places without my parents having to take me
- If the bus routes primarily travel only busy corridors, then why would any people on residential streets use busses?
- SIGNIFICANTLY improve lighting near fare boxes and where driver sits! I am losing my sight and have lost items, also all too often have a hard time finding my bus pass and running it through the fare boxes because it's SO DARK in the buses! There have also been too many stops removed and I have a hard time walking such big distances as well as needing to stand and wait for longer periods of time for buses. STOP REMOVING/CLOSING DOWN bus stops! RESTORE the bus stops you've removed ASAP! The aging/elderly/disabled population is growing and we need ACCESSIBLE bus service, NOT WORSENERD, INaccessible bus service!
- At East Washington & 1st will East Wash traffic increase significantly? It is highly busy now.
- I think that the new system is nice for the bus drivers but much worse for the bus riders who have to walk long distance to access the service.
- You have ruined my life - taking a C bus out to Cottage Grove Rd to get a G bus to go to Woodman's. You guys are out of your minds. It used to get me there with one bus ride. So many places I went to would get me there with one bus. Now I have to take 2 buses for everything - so stupid!
- There needs to be much better communication to bicyclists and motorists about how to interact with dedicated BRT lanes. Are cars/bikes prohibited from BRT lanes? Will that be true everywhere? For example, how will bicycles navigate Capitol Square? Transition points between righthand BRT lanes and center BRT lanes (such as East Washington & Fair Oaks) seem like they may be particularly problematic. What are drivers/bikers supposed to do at these points? There also should be better integration with the BRT system and B-Cycles. B-Cycle stations should be at all BRT stops, and interoperable transfers or passes should be considered.
- I worry about snow/rain splash drenching folks waiting in the middle of the road. I wonder how the stops will be wheelchair/disabled accessible in bad weather.
- Packers seems like a route without many destinations. Hopefully much more infill can occur in the empty land near the old Ale Asylum
- Please do not save parking, more people will patronize businesses on Park St with fast, reliable, and efficient public transit more so than with street parking; it makes it easier for people who do not have a car to navigate the city when the busses have priority and thus run on time. The more bus lanes, the better!
- there are not great routes to the UW hospital from the capital area on the weekends or during staff travel time (before 7 am and after 6 pm)
- I still do not understand how these routes work together. The BRT and others. I've just stopped using the bus.
- Thank you for continuously improving! It would be nice to have benches at the stops.
- The bus doesn't come through My area anymore I'm elderly and the bus stop is too far now
- Drivers seem to keep their own schedule. Driver change at Ingersoll St/East Washington, frequently take 10 minutes or more. When the A1 arrives in East Towne area, A2 is right behind the A1. A west bound. Early at East Washington/Independence, then waits at North St for 10 minutes and arrives at Ingersoll at 6:29 rather than 6:25. WHY? This matters when you must transfer to get anywhere. A is not "rapid" in my opinion. North bound is frequently late and I miss my transfer to walk more than ever. Started riding 1990. Not an improvement. Route 6 was much more useful.
- I have heard nothing about how people are supposed to get safely from the BRT stops in the middle of very busy and wide streets (e.g. University Ave.) to the sidewalks, or from the sidewalks to the stop. Will drivers look for people waiting to cross the street before they leave a stop? If they do, won't that make it less-rapid transit?
- Thank you for diligently finding routes that benefit so many people that rely on public transportation.
- I believe the expectation is that riders in the Wil-Mar neighborhood can use the BRT lines to get to and from their neighborhood; but after dark, and at various other times, I don't feel safe crossing the area between E. Wash and Williamson, so those routes aren't of use to me at those times; and evenings are one of the times I most want bus service home. Also, as long as the buses are so frequently running off-schedule, you need to plan to catch an earlier bus than you

should have to for each route/bus you use in a trip, in order to be sure of making your connections. And I hope Madison Metro will post departure times for buses *at least* wherever two or more routes intersect, as soon as the schedules are settled - or sooner, even if it means having to update the departure-time posters occasionally. It would make transferring in the absence of transfer points (among which I include the Square) easier/less confusing. -- Thanks for reading my survey answers!

- No matter how beautifully designed, riders will not use the bus system if the arrival times are unreliable.
- I understand it's orange cone season, just please update signage and Google if stop changes due to construction.
- We live between Tokay Rd. and Odana Rd. Prior to the system-wide changes last year we had multiple and convenient bus routes we could access and would frequently ride the bus downtown and to the near-east side to attend events and for shopping. No longer. We do have a few options to head out, but to return home we essentially are dependent on the D1 bus headed west. In the evening and on the weekends (our primary time of use) this bus only runs hourly making getting home difficult. In addition the D1 westbound invariably runs 10-15 minutes late or blows by time points early when headed east. It is not enjoyable to stand at a bus stop in the middle of January (yes, we experience a Wisconsin winter in Madison) waiting for a bus that may or may not arrive. We have essentially stopped using Madison Metro for these reasons.
- While I have had some positive changes to my bus routes, I've had MANY negative experiences (late buses, long waits) with the new system. From the public comments I have read through social media and from other riders, it seems that not nearly enough public feedback was used in the designing of routes. The public are the ones using this service and NEED to be listened to. I'm dreading the new fare system and foreseeing software and equipment failures. I'm also dreading trying to exit the bus while others are trying to quickly get on with the new system.
- We are experiencing some big mistakes. I hope future survey's will remember to include the amount of past ridership before it changed from the numbered system and using the transfer points.
- Busses need to wait if they're early. Busses aren't waiting at time points or regular stops when they're early.
- There are too many stops on Jenifer street, which slows down the C bus route. There are some blocks with 2 stops within 1/8th of a mile.
- Late buses are annoying. Early busses are unacceptable, especially when buses run only once per hour. It seems to me that the "time points" in printed schedules are no longer check points where early busses wait till the specified time but simply approximate times that the bus could pass by. This makes printed schedules almost worthless -- worse than useless when busses are early. If a smart phone and Internet connection are required to know when a bus is actually coming, please say so loudly, often and in no uncertain terms. Those of us who have relied on printed schedules to ride the bus for 30 years and more need to know not to do it any more. Free tutorials on how use a smartphone to ride the bus would also be helpful and could be offered at library branches.
- Drivers should keep the bus safe, no loud music, no vapes, no swearing and shouting.
- I would like for less transfers as I've been saying since the new routes started and less wait time and more secure and weather friendly transfer areas. I would also like to not have to pay additional bus fare to ride the new system since I'm a senior and disabled rider
- I use google maps to find routes and times, so I am not sure if this is a bus location issue or app issue, it no longer shows me the arrival time of a bus if it is running late. It says departed at the time it was scheduled and then the bus might arrive a few minutes later. I use A,F, and R1 routes from Junction on the west side to Park on campus most frequently, and sometimes use the F just to get up and down Junction. I've noticed this the most with the F bus, which makes waiting extremely difficult because multiple times this route never shows up or shows up 10+ minutes late.
- I road a bus for two and a half hours and never got home even though I was on the same bus that I had taken to the appointment (O,J). Was told by driver I had to go to another bus stop to get home after that long ride. Called a Lyft finally because I gave up.
- Madison residents who truly need bus service have been inconvenienced or abandoned in a futile effort to create suburban mass transit (for people who already have other options). I think it's a disgrace.

- Please don't IMPOSE ideas that don't work on people who just want to get TO WORK again without battling the endless traffic nightmares created by this sad chapter in Madison life. Thank you.
- Incorporate station docks with bicycles
- I like the new online ordering of bus passes using a tappable and refillable card option
- Pro-benches, pro-reduced headways for buses, pro-ridership over coverage. We should make it as convenient as possible for buses to get to the places they need to be. We should also be proactive about getting cameras to give tickets out to drivers using bus lanes illegally
- Rapid transit will cut out many citizens because they can't get there
- Take the money you are spending on Satya's BRT and use it to balance the city budget. I am sick of my wheel tax money going to this boondoggle, while the streets crumble into gravel and the snow never gets plowed.
- The time spacing of the current BRT route along University Ave has been inconsistent. Instead of getting a bus every 15 minutes, they get clumped together and leave 20-30 gaps with no buses.
- Please stop pushing disabled people away from regular bus service and into the less convenient, more expensive paratransit. They city used to encourage disabled residents to be a part of the rest of the community by riding along with everyone else. Now you are making it impossible for many and isolating already vulnerable people, stripping their independence, and forcing them into a separate service, away from the general population. This is dehumanizing and disrespectful. It strips people of their dignity. Many of us take pride in being able to get to work, school, the doctor, the grocery store on our own, just like so many others. We don't want to be forced into a service that doesn't meet our needs and isolates us from everyone else.
- I live near a BRT station and I'm very excited for the system to launch.
- Some street crossings have been made more dangerous with the BRT changes. For example, the crossing of University at Midvale is further from the corner, which means peds are less visible to drivers even with a head start on the walk sign (which is frankly irrelevant if right turn on red is allowed). Right turn on red should be prohibited at all crossings leading to BRT stations.
- The transfer points was great and would like something like it back.
- The bus stops for BRT are very unsightly. They look like an eyesore right now and I can only imagine how unappealing they will look when they age.
- Thank you for the ride!
- Be open to the wishes of your riders. Be open to the critiques from your drivers; many of them know what works on the street. Let them help you minimize the negative fallout from the ongoing and escalating BRT debacle. Most importantly, restore some basic transit service before you send more people to area car dealerships.
- It would be nice if routes were extended to Monona
- I am happy to see the proposal to stretch further down Fish Hatchery to McKee, but would love to see it connect down to the library/city hall on Lacy.
- Access to downtown from The Alliant Energy Center/ Olin Park area on John Nolan is currently unfeasible by bus. This is a major barrier for visitors getting downtown and for those downtown getting to those areas of entertainment and recreation.
- The current Route B does not run every 15 minutes every weekday at all. Some times not even 30 mins. End of route B times are especially in accurate online and in schedule.
- more direct routes to UW hospital/VA hospital
- I find it confusing that we still have both letters and numbers. Why? Does it mean the number routes will be phased out? I use public transit in cities I visit, and I would find this so confusing if I didn't live here.
- It is unbelievable and dangerous that no busses further west of Sheboygan/Eau Claire run eastbound and go up to UW Hospital. This is a major accessibility issue that requires those who need it to get off their route at University/University Bay, walk across a very busy University Ave, and then wait to board another bus to go a few stops in order to reach the different stops serving UW Hospital. Adjusting one or two routes (R, etc) to make the Hospital loop before continuing down University Ave would provide greater safety and accessibility.
- The bus stop I use most frequently do not have shelters. The stop for east bound D1/ O buses next to union South is highly used and has no shelter, please consider putting a shelter here with sun shade. The

west bound stop at Milwaukee and Leon needs to have a light, and in general needs to be more visible to traffic.

- I appreciate the proposed BRT stop at commercial x packers for its proximity to the Bodgery maker space
- Need to be able to get to work nearly as quickly on the bus as we would driving. Need a closer bus stop.
- I wish the northside had options to go not just south, but east and west as well. I do almost nothing on the south side, so the BRT isn't going to be that's useful to me. I don't trust the transfers will happen reliably wither. If you transfer from 15min line to 30, you end up seeing no benefit to the increased service!
- I do feel like long trips are still pretty slow, especially on corridors with freeways where the bus seems very slow compared to driving. Could some buses route on the freeways/could there be express routes? In particular along the beltline near the G and H, as well as to Sun Prairie. There's also not enough Friday/Saturday late night service, which is when I want to use the bus the most to go to the bars.
- I live by midvale and odana and if I want to go 2 miles north to the hilldale area it takes me 45 minutes / two transfers and 25 minutes of walking. I very rarely use that anymore since I have other options and some seniors in my neighborhood of completely given up. That's just an example of how the near West and West side have been forgotten in all this.
- At the peak hours and main routes , used by the Univ. students, 2 buses are necessary. They are over crowded. The older people who depend on their usual stops and routes have not been taken into consideration, when these changes were made. In the winter, they are already very isolated and the bus stops were eliminated on many streets. This is so unfair.
- The bus drivers sometimes pull up extremely askew to stops, often "stopping" 15 feet past the actual stop, at an angle from the curb and 2 feet away from it. especially stops right after turns like at Tokay/Midvale for both the east and west D1 routes. It gets pretty bad during the winter, when the actual "stop" might be cleared but everything else is buried in hard-packed, slippery snow.
- More dedicated places to park along the BRT, this will allow users to park on the exterior of Madison and take the BRT to downtown locations where parking is a problem, or parking is limited.
- eliminating bus stops and making them farther apart is a bad thing, especially for those of us with mobility issues. I had major leg surgery and still walk with a cane and the extra walking can be quite a chore
- It would be nice if upcoming detours were posted ON THE BUSES. Not everyone has access to your website and only ONE driver bothered to notify riders of the Hammersley/Reetz detour, but only AFTER it went into affect – which doesn't help riders plan in advance. Even now it seems some drivers have reverted to the original route while others have not. This makes a huge difference to some riders – a matter of being where you need to be or ending up a mile from your intended stop. There needs to be better communication both within and without Metro.
- Yes. I live in the University Avenue corridor and work at Sequoya Library. Your proposed cuts to the J route, the route that gets me between work and the nearest transit stations, would make it harder for me to get back and forth to work. What's more, one of my coworkers now regularly ends her closing shifts at 8:55 pm so she can catch the 9:05 J home. Additionally, none of the three bus stops in the area have lights or any kind of shelter available, and only one has a bench nearby. This makes it very hard to take the bus in inclement weather.
- Dedicated lanes are good but pedestrians are already threatened by motorists blowing through red lights. Massive public messaging will be needed to inform everyone using the walks & roadways about these changes.
- I sincerely advocate for more metro stops in central and south Fitchburg. Vast ridership potential. Expanding to include service on South Seminole Highway at Sub-Zero Pkwy could service hundreds more potential commuters who work at Wolf / Sub-Zero / Cove manufacturing plants/HQ.
- Good luck. It may not be possible for Madison to recover from the magnitude of the problems that flow from these significant downgrades to its public transportation system. At best, the core small group that now "rides the bus like crazy" due to 8 or more route options in front of their apartment will continue to skew the data, i.e., allowing the responsible parties/planners to claim an artificial ridership "increase."
- I hate the new system no bus service at night or weekends
- It would be nice to Metro Service Representatives at the new Bart stations and riding BART to help people

the first few months get to there destinations. This was helpful during the transition to the new routes.

- I am 72, never owned a car, and have been riding Madison Metro since I moved here in the early 70s. The new model for Madison Metro is wonderful. I particularly like the frequency of service on the A and B routes. Thanks.
- Bring back the old system I could go to the square when I needed to which was nice and I didn't have a 20 wait for the g bus after I get off the c bus
- More frequent service on G Line for Southside Madison, specifically between Southside Transfer Point to Broadway. Earlier service from Southside to Downtown and UW health Hospital
- Is there a way that private companies can subsidize bus passes?
- Again at major transfer sites the buses need to wait for each other. Transfers were much more dependable in Green Bay, even away from the transit office.
- Closer bus stops with longer time between buses was much better than farther away stops—in winter it is difficult to safely get to them! Dislike the new system INTENSELY.
- After all this disruption and change the past 2 years, I sure hope this bus system works and people use it!
- No because it wont matter anyway the people at Metro does not care what the public option is they will do what they think is fit and the ones making the discussions does not even have to ride the bus that is my honest answer
- Can't wait to get back into the system , using BRT.
- With the center running stations, it would be very helpful if the crosswalks would turn on automatically without having to press the button. Multiple of the stops along the A that I use require pressing the button to cross, and with the center running stations, this makes it more likely that someone will cross without the signal to try to make their bus.
- Very good 80, B, F
- In a city with a major university, an influx of young tech workers, and a culture significantly reliant on alcohol, it would be nice to see bus service extend to bar time to provide additional safe ride options and discourage drinking and driving.
- More direct routes to University Hospital would benefit many people.
- BRT should go to the Airport or airport should provide a service that is waiting when Buses shows up at International.
- Too much trendy. No respect for age or limited ability. Don't laugh: YOU'RE NEXT!
- The stations in the medians are a terrible idea. Buses will be rear-ended, and passengers will get hit by cars trying to cross the street to these stations. They are dangerous and inconvenient, and they are extremely difficult to navigate for people with disabilities and the elderly. Additionally, bus stops are way too far apart. It is extremely difficult to use the system because stops are so hard to get to, and are very inconvenient. Local lines were so crucial to the bus system. Their elimination makes the system more dangerous to riders, who now have to walk farther along/across major, busy roads, and they make the bus system largely useless for huge swaths of the population. I wouldn't need to take the bus if I could easily walk a mile or carry my groceries four blocks — routes need to run through residential areas, not just along busy roads, and there need to be frequent stops to make the routes useful to people. A bus a mile away that then only stops every 1/2 mile along that route is useless to the people who need it most.
- Keep up the good work! I LOVE the new bus system!
- New system is less safe and makes transfers harder, making it less reliable
- Your ridership is up only because you expanded to other towns. You eliminated access to much of our city in the process.
- People who do not use the bus system are probably not aware of the changes and will not be informed enough when BRT is active. Most drivers don't look for pedestrians and forcing us to always cross the street to get to the BRT stations in the middle of the road doesn't sound safe.
- The sidewalks on Baldwin St between E Wash and Willy (I live on Spaight) are pretty dark when I come home from work in the winter and when I work late (9 pm--I work at the Central Library on Mifflin). Is there any planning to add more street lighting in that area now that more people will be walking to the BRT lines on E Wash? Or is this a limitation caused by the railroad corridor in my neighborhood?
- Hire more polite drivers and teach them how to treat people. Don't allow bus drivers to leave the stop early when people are counting on a connection ride to get

to work on time; they're almost costing me my freaking job!!

- Yes, get your routes straighten out or go back to the old system. Busses now are either late or early, it's ridiculous how much the system has been so horrible.
- Please consider adding more busses/ more trips to commuter routes that go through campus when UW is in session.
- No, the transitions have been quite smooth for me.
- Buses moving east to west, especially during the school year, can be overcrowded and super uncomfortable. I know the city invested in new buses for BRT, and I'm hoping that they will be able to accommodate more people!
- I take 5:42 am Walgreens Grand Ave Sun prairie route. It be nice to call should the bus bea no show
- As a frequent bus rider on the 28, I stopped using the service after 6 months due to unreliable service at times that corresponded to the end of my work day. I live 6 miles away and it would take 1 to 1.5 hours to get home after a long day of work.
- I am very happy with the changes and the focus on bus rapid transit.
- Folks may want to transfer between A and B, especially at the stops where the two lines converge/diverge. Make sure there's enough platform space and a clear method to transfer there. Thinking especially about folks from the north of B going to east towne or folks from the south of town going to hilldale or west towne
- Should not have removed bus shelters before the new rapid transit stations were active. The red boxes in the roads are very confusing and no one knows what they mean.
- run F more often
- I tried using the local Sun Prairie circulator route to the park & ride. Found timing at stop on Grove Street did not correspond well with the stated time point in the schedule. And then it took a loong time to twist all over town. So, switched to driving to the park & ride. But...it is reassuring that I COULD reach the park & ride without a car if needed
- On the map for route C, explain why it runs backwards on Highland Ave.
- Need clearer information regarding transferring from local service (D1) to new rapid transit service and vice

versa. From what i understand, this will require walking (or running) about 1 block.

- connect with more park and ride areas throughout Dane county
- I have noticed an increased frequency of missed transfers under this new system around the area of Badger and Park. In the mornings the South Transfer Point G frequently misses the transfer with Northport B and/or the O. In the afternoon, the B from Northport often isn't on time which makes timing transfers challenging.
- I would like the F route to bypass Sheboygan Ave. There is already routes A and R and they will have BRT. There is no reason for an already packed bus to make that detour. My commute is 10 min longer due to this. I would like the F to go straight down University. Also it would be awesome to have the F go downtown on the evenings and weekends. I tried the A to F transfer twice and missed the F both times on Sheboygan because the A coming from Sun Prairie was late. So I have less incentive to go downtown after hours or on weekends now
- My local bus stop will be E. Washington & 4th. I am scared to cross E. Wash and to wait in the middle of the road there due to unsafe, erratic, and racing drivers -- especially on weekend evenings.
- Eastbound bus stop on Milwaukee St. between intersections of W. Corporate and Schenk Ave. created a dangerous traffic pattern and should be moved to a safer location for traffic flow. Traffic merges from two lanes to one lane after the light into the right lane where the bus stops. There are also many people turning left onto Schenk St. because there are schools on that street. This effectively blocks both lanes of traffic when a bus has stopped. People speed in the left lane and do not yield to traffic in the right lane as the signage indicates. I have had numerous dangerous travels in my car through that small stretch of Milwaukee St. This is also where a crosswalk is located for people to go from the Westbound side of Milwaukee St. to the Eastbound side of the street. The revised traffic pattern which includes the bus stop on Milwaukee St. instead of at the East Transfer Point location has created a very unsafe environment for all road users (pedestrians, cars, busses and bikes). Additionally, shortly after the Eastbound bus stop and before the intersection at Walter Ave. Amazon employees turn right. It is a complete nightmare in traffic engineering and always stressful.

- If there is a plan to replace the bike carriers on the buses that would accommodate more bikes (more than 2), I could see that being very helpful. Also do the current bike carriers accommodate e-bikes (which are much heavier)?
- Need to do more advertising and outreach about the benefits of riding the bus. Make it more appealing. Could there be free wifi on the bus? Advertise the comfortable seats? Air conditioning? Highlight what makes it comparable or better than driving alone in your car.
- Same comment as before, coming from the north side there is no way to get to UW campus and the UW hospital w/out a transfer.
- I think all of the new routes and new “upgrades” have made an already difficult bus system worse. I’ve stopped using the buses entirely.
- I am looking forward to the start of the east-west BRT. I hope that it is successful.
- A Rapid bus line that connects West and East side through the North of Madison would make trips significantly shorter and increase access to east side amenities for those living further out
- BRT is a huge waste of taxpayer money and does nothing to eliminate congestion caused by commuters - those who don’t live in Madison but clog our roads. Solutions for that is what we need. Mayor Conway is a loser.
- Please monitor and crack down on aggressive and unsafe driving.
- I miss using the bus, the change has made me sad that I can’t rely on it or use it. The people I know who have had to use it complain about busses not stopping or frequently being late. I’m sure the BRT system will help many, but the new redesign has really lost access for many people
- I think you guys are doing an amazing job. I’m living car-free in Madison and it’s been surprisingly easy. I think the public transit here really punches above its weight for Madison being a medium sized city.
- Would love a faster bus for getting from near east-side to Epic, as well as more options as far as times to go to/from there
- I take the bus to and from work every day and it is constantly late or early. The timing is unreliable and makes it difficult to predict when I get arrive to work. I understand traffic changes, but there is no reason for a bus to leave early when citizens have been told they have time to reach it. If the estimated arrival was a range, I would feel better but I feel that the Metro does not respect my time or care to make any changes that will help riders.
- Eken Park needs more service. Losing the #4 that went down Commercial and over to Willy Street impacted the entire neighborhood in a negative way.
- BRT isn’t in my realm of routes that I utilize, so it is difficult to have opinions or optimism. Does lead me to question what is going to happen long-term with other bus routes. To make BRT work, does that mean that other routes are going to suffer later?
- I think the city needs to do a better job of communicating the impact BRT will have on traffic patterns/ traffic flow once the BRT is online. Specifically, how will dedicating a lane to the BRT slow down or change flow. I am thinking about Whitney Way in particular, given I live on the street. Removing one lane of traffic from this critical traffic artery seems counter productive and will induce frustration and additional speeding as cars try to navigate the lack of access. The city should not rely on emails to convey this information or meetings (virtual or otherwise) that many may not be able to access. The city administration should be on the news relaying information directly to citizens. The lack of transparency is evident also with formation of the area plans and the push-back that has occurred.
- bus overcrowding is an issue during school times. I have not seen any handicap people load and it is a good thing because there is no room
- This is a transit development plan - it needs to seriously include better transit connections to the city’s airport.
- Keep letting folks know how to use maps with servicr
- I have noticed the lack of options on the bus lines now. And my frequent bus-riding friends (who have used the bus system for over 20 years) are also having issues. They can only catch one bus now, instead of having 2 or 3 options. If they miss that bus, they have to wait an hour, because they aren’t on a priority route, and there’s only one bus now. It has to be the correct bus. The stop locations are more spread out, so they have to walk blocks further. It’s really discouraging bus usage, because it’s become so inconvenient.
- I think it would be good to have the route extend farther south to the Fitchburg City Hall.

- Frequently experience busses being super early or so late that they don't even show up - and then the next bus doesn't come for another half hour
- Only allowing 5 minutes for bus rider where bus can be late. Missed being picked up many times
- Just that the new system has only downsides for me, mainly due to the removal of the 4 bus between State St and Fish Hatchery at Badger. Also the frequency of buses just not showing up is now around 5 times greater, and the on-going closing of bus stops is also really a hassle. I've been taking 4 buses every day for 20 years, and it used to be a nice straightforward process. Now it's somewhere between a hassle and a nightmare. The number of idiot drivers is also noticeably greater, although the vast majority of them are still really cool.
- Hope this works. Lots of hostility to BRT
- Educate the drivers...most are unlikely to be aware of the changes
- I live near Buckeye and Stoughton Rd, and for me the new system has been much more convenient and useful than the old system, especially during non rush hours. (The Davies/Dempsey construction has messed it up, but that's only temporary.)
- I'm elderly & can use paratransit but rarely use it. I may know what time I need to be some place but not know when I can return. Driver could arrive early or late complicates plans. Let us know soon when new fare cards can be bought.
- In speaking with other riders, there is a general belief that Metro holds public meetings not to listen but to dictate and conducts surveys merely to seek validation. I used to be a champion for Metro.
- From UW Hospital to Junction & Watts/ near West side Walmart/ N Burberry & Watts Rd 1 a.m. or 2 a.m. Work second shift, no bus home during Weekdays and Weekends. Suggest to decrease other less busy routes to make one late night route at 1 or 2 a.m. if funding is limited.
- new bus stops building in middle of road (in between two roads) seems dangerous and accident prone for bus riders, as riders have to cross the road to bus stop instead of waiting on sidewalk area.
- This is a lot of work and I really appreciate it! The new bus design has been great for me personally. I do have to walk a bit more to some bus stops but the exchange in greater frequency and speed/efficiency has been very much worth it.
- I would use transit to access healthcare if there were routes that were reasonable (not significantly more slow than driving and biking)
- Please consider how it feels for us to rely on the bus as a form of transit. Sitting on the bus with ads plastered over the windows sucks. Walking to the bus stop with barely any shade along busy and loud roads sucks! The city should plan for dense shade tree plantings all along bus routes. Not sparse plantings that take 20 years to mature. But fast growing shade trees planted close together with few gaps, so we can get to the bus stop safely from intense summer heat and burning sun. And keep ads off of all bus windows so we don't get motion sickness inside the bus! Treat us like paying customers instead of like sardines in a can of ads.
- Regarding BRT, we really make use of parking on Park Street at the new K-food Market (formerly Oriental Food Mart). We also frequent Ichiban and Oishi. I'm not sure of the current planned state of parking along the North-South route, but keeping those spots is high on my list of concerns for the construction.
- Honestly I think the new idea of putting the bus stops in the median is going to cause many problems for motorists and hazards for pedestrians, especially for those running to catch a bus that is pulling away. I would really like to get a little more information on how Madison came up with this being a great idea.
- I suggest that the city conduct a comprehensive transportation needs assessment to understand the demand for bus services better. Additionally, exploring partnerships with neighboring cities, increasing funding, and encouraging community involvement could help improve the situation. Implementing these strategies might lead to a more efficient and accessible public transportation system for Monona residents.
- Thanks for the sustainable and cheap transportation. Sign of a well developed city
- The move towards 15min stops for the A and B routes has been a major positive in my life. Also, Route 65 is fantastic!
- I think the service is going well for all of us today and always.
- More dedicated bus lanes. Without them the busses get backed up and run on top of each other.

- service to the southwest area is more limited... we used to have route 18 and 19.. now we only have D2... and it only runs hourly in the evening.
- More coverage, more frequency please
- The previous Bus Stop System was working just fine. It should be returned to service the community.
- The bus redesign has greatly decreased equity in the bus system. Access to shelters for unhoused people and neighborhoods on the east side of town with lower income has been gutted by the “streamlining” into the future BRT route. The metro system has cut down on bus route times by getting rid of stops and causing people with disabilities to have longer walks to stops in order to use the bus system. The discontinuation of the north transfer point has cut access for dozens of daily bus riders who used the park and ride. It has added to congestion in town by removing a large and convenient parking lot from the edge of town. It is a failure by almost any useful measure for frequent riders. On top of that, the A route has remained unreliable the entire year since the change was implemented. While being described as “every 15 minutes”, the reality is that in the afternoons it is a 30–40 minute wait for that bus. When it does finally arrive it is usually so crowded that many people are forced to stand.
- Please add more frequency to the J and D2 routes!!!
- there should be a bus stop closer to the Meriter-McKee clinic.
- More frequent buses make them more viable. Thank you for your efforts in the redesign.
- I am really happy with my bus route that gets me to work on time and runs on the weekends and into the evening!!!
- I looked forward to taking the bus to work when I moved to my current location. However, with the recent changes, the bus is no longer convenient for me given 20+ minute walk time, plus wait time for the bus at the bus stop. Total commute is 45 minutes. I can drive my car in 15 and avoid walking/waiting in bad weather, slipping on ice, sweating in the summer, etc. While I understand the need to offer more frequent service for convenience, this was at a cost that lost my ridership.
- There is significant overcrowding on the busses that go from West High School to hillfarms neighborhood, including the regular city route. My son has been passed by bus driver forcing him to have to walk 35 minutes home in the rain with a heavy backpack.
- Bus service needed to Stoughton.
- I just started using the bus a couple weeks ago, to get to work at UW university hospital. So far, I it has met my needs perfectly.
- Putting new bus stops in the middle of the road instead of where they have always ever been was an interesting decision. Seems to increase the chance of more pedestrian v vehicle accidents when people are trying to get to the middle to catch the bus. SO many better ways this money could have been used in our city.
- More routes to/from Middleton area and UW Hospital along University Ave
- buses are going to take up multiple lanes making more traffic congestion, and many streets difficult to cross to get to those stops
- as Verona (and obviously every where) grows I hope that the bus routes expand. we need people moving to and from here to make sure we have the right people in the right place at the right time.
- A middleton park and ride would be great
- I have stopped riding the bus due to the homeless population ride the bus from Downtown to the East town area. It is very unpleasant to ride - All their belongings and the odor on very crowded busses.
- While it doesn't work for everyone, I think the system redesign is great, and a step in the right direction. I have more, fast options now, and now there is a convenient option for me to get to work (route J). On Mineral Pt road, I actually feel one stop in each direction on the J route could be removed. The stops at Toepfer and Westmoreland are very close to each other in both directions, and one could likely be removing to (slightly) improve running times, particularly during rush hours. This could be coordinated with the city during the repaving project and (hopeful) road diet design next year.
- The busses are great for me and I really appreciate them and all of the drivers - everyone is so kind and helpful
- Would like the D2 to go down Sherman/Fordem between E Johnson and Northport every half hour on weekend and off peak. Currently it is every hour and hard to make a connection on the weekends or off peak hours.

- The bus system became unusable for me after the North Transfer Point park and ride was discontinued. There are no longer any bus stops in my area and there is not an accessible place to park near a bus stop. I attempted to use the new routes for several months, but after regularly missing bus transfers I had to find other transportation options.
- Increased F routes between 4–6pm.
- Looking forward to changes in bus passes/payment, particularly (eventually) pay/pass-by-phone.
- every stop should have a bench to make every stop accessible to everyone. the bus stops on medians are a huge safety risk to bus riders who have mobility issues and I have not heard about what the city will do to protect bus riders when they are crossing the street to catch the bus. the bus should be free
- The redesign has been great for me, I wasn't riding the bus frequently before the change, but now I only commute to work by bus. Great improvement!
- Not thrilled about not being able to turn left onto Milwaukee street from E. Wash.
- Hospital staff need better options near free street parking.
- I appreciate my bus and its usual drivers. Thank you!
- Please bring back the Transfer Points so riders that don't live on a bus route could park and get back to riding the bus again.
- I wish you let the regular bus continue at my stop for work and the stores I would like to continue to go to.
- Too many stops on the A-route.
- I am a physician that works with the homeless population. We struggle with transportation issues to and from medical appointments/ER. I have tried to express my point of view in these regards. I have a feeling that not a lot of homeless people will have access to this survey. You might consider visiting The Beacon Center at some point and asking a number of the homeless individuals what needs they perceive since they are more likely to use the buses than I would and have better insights than me.
- Please return services to the previous model
- I live in Fitchburg and would use the BRT to go downtown on occasion.
- Why are the new bus stops moved out into the lane of traffic causing all traffic to stop and wait for the bus to load. Also if people not paying attention to the road could hit bus stop
- Get a new mayor
- Service later at night, especially on weekends will augment safety, discourage impaired driving and provide an alternative for those uncomfortable walking. As mentioned above there is room for improvement in serving hospital shift change times especially PMs and night shift changes. It would also be nice to see more express and special event options to discourage driving and parking in our already over crowded isthmus.
- The Bay Creek neighborhood closer to John Nolen is not really included in this proposal. This is extremely challenging as it increases commuting time greatly.
- The questions on this survey are a bit verbose, are there other ways to format it? ie Pick a location on the map, click here for more detailed information
- I'm hoping the bigger buses will alleviate congestion when the university is in session. The stops at University/Babcock then at University/University Bay Drive are often packed with people at the end of the workday. Buses are supposed to run every 7 minutes, but they often get bunched up and all arrive together, creating gaps of 15+ minutes where no bus arrives.
- Overall, I feel that the move away from transfer points was a good one, and it will help the city refine a more efficient bus system going forward. I would very much like to participate, However I am unwilling to lose the amount of time out of each day that it would take to walk to and from the B line in its current configuration and as such I will continue to drive down into the isthmus for my daily commute.
- Please make the new seats out of hard plastic with no fabric it grosses me out so bad.
- If current routes which persistently run late are any indication, then BRT promises to be a bit of an oxymoron. I simply do not see how this will work and transfers to other routes.
- It would be better to have a light rail system in Madison instead of the brt system everyone is telling me its awful and is too small of a city for brt's and it has created a lot of traffic problems and delays
- The biggest help to me personally would be frequency and the ability to put my bike on the bus. I myself don't use a wheelchair or other mobility device, but it's very important that the system be accessible to people who use those. I suppose I'll also mention that sometimes I notice that we build things with the assumption that everyone has a smartphone, which

is not true. I knew about this survey because I saw a flyer, but it had no link, just a QR code. That's just an example of the sort of thing that people sometimes assume without really thinking about people without smartphones. When creating the ability to get updates on bus schedules, etc., we should make sure that the system we create is accessible to all sorts of people.

- I can understand from an “optics” perspective why we are making investments the B route and serving underprivileged communities on the North Side and South Side. However, looking at the ridership data and considering when and where I experience overcrowding, it would seem like we should be prioritizing additional frequency along the C and D corridors when additional funding becomes available. There also seems to be a “chicken and egg” problem with regard to Sunday service; I acknowledge Sunday service currently is not highly utilized but is that because of true low demand, or because service on Sunday is less useful due to low frequencies, especially on the branches of the D lines?
- It feels like the new service is less accessible to those living on the West side.
- Being dependent on the Bus system to get to work at university hospital on time (because they do not provide parking) can be stressful when buses run late, or skip stops, making me potentially late to work. I end up having to leave earlier than preferred to make sure I can get to work on time anticipated delays/late buses.
- Dedicated bus lanes down the center of the road when we already had curb lanes was a stupid idea.
- I've had some friends that have mentioned specifically the area that the old route 72 serviced has nothing in the new system to get to. The closest route is the F and now they spend more money using an uber to get to spots that they used to take a bus to.
- Live bus tracking on more routes would be great
- It would be nice if busses ran until bar close
- Very excited for BRT!!!
- I've had problems using phone apps -- not sure which to use, too many options, none official. Mostly I bike, it is faster than the bus for most trips. I use buses in bad weather.
- Why are you expanding bus services when the current buses aren't carrying many riders?
- as a public service for the people of madison, it's critical that metro provides essential coverage. i know budget considerations make that difficult, but i hope some of that can be restored in the coming months
- On the weekend, it's hard when bus comes one hour apart. Consider special bus lines for shift workers at large employers such as UW Hospital (early shift, night shift) and East Madison Hospital.
- Happy to see more routes and faster transit. I stopped taking the bus when home to work transit time was almost an hour and personal vehicle was only a 15-20 drive.
- it is atrocious that your customer service gives out wrong info at the same time your website is down. Provide better employee training and IT support!
- I'm only participating in this survey on the slim hope that it will change anything. I have offered feedback repeatedly and -- while others seem to echo my concerns -- it does not appear Metro is listening. Madison CAN aspire to being the kind of city where you could go without a car if necessary. It is not that now. I'm very glad I have a car and will have to keep one until Metro gets it's head out of its butt. Very angry with Metro -- not so much for myself, but for all the riders who don't have a choice. They're dismissing and further marginalizing all the poor people in Madison.
- The stop at maple Grove & Manchester should be added to the 75 route. It already drives right past it, let it stop there as well. Please.
- Eliminate bus service IN Sun Prairie. Need cab service. Do not need bus service in Sun Prairie. If you need bus service to Madison, use Park n Ride to connect to Madison.
- The new AI announcer voice mispronounces several street names and pronounces stops like “West Verona and X” as “W Verona and X” (as in, it says the letter W). It could use some quality testing (I honestly prefer the existing non-AI voice, but I understand why it's being switched).
- It's good to see that Transit is taking the time for community feedback, there will always be flaws, and Madison's unique city lay-out creates a complicated situation for bussing, I'm sure. I live up on Manley Street, I work at UW Hospital, if there was a direct bus, I would likely try taking it. Right now, everything from up there requires a transfer to get all the way to the hospital- I just can't take a chance on system that I don't know is operating a peak efficiency, and

risk being late or missing my transfer. I like the idea of maybe taking the bus to a transfer spot, like Park Street going west downtown, using the bike rack to carry my bike- then biking the rest of the way to the hospital. That would be do-able in the summer for me.

- I think that the B route, if it was easy to have it service the airport, would solve many problems that the current airport bus route currently has and immediately open it up to the entirety of madison
- Overall, I like the bus system? Could it be improved? Absolutely, but as it stands right now I can navigate just fine.
- Have the C go around Highland Ave in only 1 direction. Have the J stop at Mills before turning onto Brooks or move the turn from Brooks to Park--Brooks is too inconvenient to make transfers
- I frequently take the C, 38, 65, or other buses to transfer to the 75 in the afternoon and evening. I go to the west washington and basset stop. Almost every time, the first bus gets stuck in traffic and I miss the 75 by 2 or 3 minutes, which means I have to wait roughly 40 minutes for the next bus. I try to look at the time table to catch the earlier bus but it would be great if the bus suggested in the map was one earlier to make the 75 transfer.
- Sometimes I leave for the bus stop on time, but when I arrive at the bus stop, Google Maps tells me the bus left early. This is incredibly inconvenient for someone who does not own a car. It would be nice if the buses could wait at the stop if they arrive early.
- Please minimize the use of mixed traffic lanes along N/S BRT to improve system reliability
- While BRT is a great stopgap, as the Madison Metropolitan area continues to expand, and data suggests no reason to think it will slow down any time soon, this city needs to be looking at light rail solutions for fast, efficient, high volume throughput to connect outlying regions to both each other and downtown. We're well on our way to being Houston-lite, with half a ring road we call the beltline. The express lane recently added can only do so much for so long.
- I was initially very excited about the new system when it was in the planning stage, as I do not own a car and exclusively use public transportation, but I have been disappointed since it started. Very often it seems like it was created by someone who never rode the bus in Madison. The only consistent routes seem to be the

ones that were here before the change. I do like the increased frequency of the 80.

- The bus schedule on the weekend has too long of a wait time. This makes getting around Madison very difficult when the wait between one bus and another bus is so long.
- run the bus earlier for hospital staff
- UW health systems downtown especially the hospital do not have parking for employees/ or it is very expensive. If there was bus routes that could get us from the far east side in a timely non complicated manor I know a lot LOT of people would utilize it.
- Thank you for everything you do! :)
- The bus was fine as it was. Thanks.
- Overall, provide more park&ride areas, especially on the outer ends of both A and B routes (the map on page 7 showed none for route B) to attract more suburban riders and decrease the single-occupant traffic coming into the city.
- Go back to how the routes were before june 2023. Ive spoken to many many riders and NOBODY likes the changes that were made.
- Rapid transit is exciting even though I don't anticipate using it much!
- It would be good to have a bus on route 55 north-bound from Mid Town at Hawks Landing to Junction and Watts on the weekends at least once in the morning and evening.
- When advertising wraps cover the windows, I'm more likely to get motion sick.
- Overall, I would like there to be more connection between Verona and the rest of the transit network, particularly during off-peak hours and weekends.
- I'm excited for the possible Fitchburg extension. Though the powerpoint mentions that the BRT is running from 6am to 8pm - is this replacing the B route completely? Are we able to take the regular B route still with the later hours and additional stops?
- I will be moving to verona soon and it seems there are very few metro options from verona to madison; I live on mineral point and high point and am only moving a couple miles west on mineral point, but to get to downtown madison without a car i would have to bike to the west town mall area and then take the bus (and there is no bike infrastructure on west mineral point). if the A line could be extended farther west down mineral point into northern verona and

then maybe head south to have a transfer point with the 55 i could see that being very helpful for me and other people who live in northern verona

- A stop along Monona Drive would be appreciated, right now the bus runs along but there are no stops, transit there is a difficulty
- Please provide shelter and seating at stops, thanks
- Keep up all the great work. The bus service in Madison is affordable, effective, better for the environment, and much appreciated by your citizens!
- Frequent Late night coverage would make me more likely to take the bus into downtown for events.
- Limited bus or shuttle service connecting Verona to Madison on weekends (or even just Saturday) would make a significant difference for people who live in Verona without a car. There are quite a few of us who live at the apartments. Some of us have medical issues that inhibit driving.
- There are an increasing number of residences off Mineral Point around South Point road, with no bus stop within walking distance and no good sidewalks to get to a bus stop. This prevents a large number of people from using the bus system. Additionally, a lot of those people are Epic employees who would really like to take public transit to and from work but can't due to there being no stops within reasonable walking distance. Extending service nearer this residential area would be a huge improvement for a lot of us.
- I'm really glad that the new BRT lines are prioritizing the communities that need them most, even though I'm disappointed that I probably won't be able to get to them.
- I really appreciate everything the metro transit has done and is a major reason for my advocacy of fitchburg/madison/wisconsin as a place to live. If there are any ways I can more meaningfully demonstrate my support let me know.
- I love the buses and thank you for asking for feedback <3
- I wonder if it would be possible to add restrooms to some bus stops? As someone with severe Crohn's disease it would be wonderful to be able to use the restroom immediately before or after boarding the bus for long journeys.
- Thanks for making Madison transport less reliant on cars!
- Route 55 is the only route that connects me (in west madison) to downtown and to shops in the area, but

by not running on weekends I am not able to utilize it effectively for personal needs outside of work.

- More evening and night routes
- Service in Verona and the far west side that doesn't cater exclusively to Epic
- Thanks for all the hard work! I'm always looking forward to more transit options in more locations. The reason I bought my house in my neighborhood was because of the convenient transit options.
- I'm very excited BRT is coming and that transit in general is picking up more traction. I'm very excited for a potential amtrak stop in Madison's future. I also hope for more collaboration between Verona and Madison on transit and planning efforts.
- Please bring back the mini-timetables at each stop! The lack of transfer points makes these extra helpful.
- I love the electric buses! Sometimes buses are on the loud side for me, and a quiet, smooth ride is fantastic, and the less pollution, the better. Not having a ton of bus exhaust at the stations will be a breath of fresh air, as they say.
- It would be nice to have a mid-day time from Epic Campus on route 75, around 12pm, for folks to work a half day or leave early for an appointment. I'd also like to see early afternoon times, starting at around 3:30pm, leaving Epic Campus. The earliest bus is usually 4:45, but there are quite a few people who work earlier hours (e.g., 7-4). I would take the bus more frequently if there were a few pick-ups outside the "peak hours."
- I wish the whole BRT project the best, and hope that the principles of BRT will be applied to the rest of the bus network if/when the first two lines are successful.
- Thanks for trying things out and improving things!
- I think there's hghih value in keepin Busses A/b running till 3 am in the morning, specially on weekends.
- Thank you for your BRT project :) I am very excited!
- Minor: I don't think the rest of McKee needs to be on BRT, but with BRT now reaching McKee, having connecting service to reach the Fitchburg Target mall would be a good win!
- Increased weekend frequencies would be very useful for me
- While the Metro system has adjusted to have fewer bus stops to try and reduce transportation time. This is harmful to my commute. If bus routes had more stops, it would make it a lot easier to ride the bus.

Many times when I do not ride the bus it is because the bus has few stops on the bus line which make it take a long time to get to the bus stop. Fewer bus stops only makes the busses less accessible to those who don't live close to a bus stop, but live on the bus line. I am moving because even though I live on the bus line, the stop is so far away that it is worth it to me to live closer to work in a more accessible location.

- Please add more 75 routes. Those buses are very overcrowded.
- The new redesign sucks. It does not help people who don't live downtown and is especially hard on those of us who can't/don't drive. The lack of transfer points and shelters is brutal in bad weather, or even on hot days (no shade, no benches, etc.)
- These changes don't make the issues of overcrowding on the 75 much better, which is my main concern as a bus rider in Madison. The other changes seem promising overall.
- Prioritize fast and reliable transit over personal auto storage on the BRT routes.
- Weekend buses that leave from Verona would be appreciated
- Bring back bus route on Grandview Blvd and alleviate Todd Dr congestion.
- The Seattle metro system has a great app that allows you to track bus locations in real time, route plan, etc. It would be very handy to have one for Madison's metro system. Last I check (in April 2024) I wasn't able to find one that is currently/regularly maintain or updated. I've tried to plan a route that required a transfer but it wasn't entirely clear what time the bus would be at each stop. I ended up just getting on the bus and hoping I could figure it out as I rode. It worked out but I don't think it should have been that hard. Google Maps hasn't been an entirely accurate route planning tool either.
- Someday, I hope we can bring bus and commercial districts together, to allow for light shopping, safe-ish bike parking, so that buses are integrated with the fabric of the community. I'm hoping the BRT helps us get there...
- BRT should have dedicated lanes for their entire trip
- Student housing areas south and west of campus felt like they had little consideration in the redesign of routes. The old route 6 was a vital route for student

commuters due to its stop at Johnson and Park as well as the old route 44 that ran N/S on Mills.

- BRT is not a good idea for Park St as it will mean losing most street parking for businesses, make left turns difficult or impossible. Tearing up the whole street for a long time (months, years?) will be very disruptive. Just increasing the frequency of buses on Park St has mostly solved the problem. BRT if built right is a good idea, but this retrofit is not built right. The BRT will not help unless you live within a few blocks of it, as the coverage in neighborhoods was sacrificed. If you can't get to the BRT easily people are still forced to have a car and drive. That appears to be the case for most Madison residents.
- Travel to campus from the near west side (if you are further from University Ave.) to the UW campus has gotten more difficult under the new system. The 8 used to go through campus and the bus was always packed. The E seems to be less utilized and my guess is because it doesn't go through campus. When I do take the E, I have to transfer on University Ave, and often the buses are at or near capacity. What used to be a 10 min ride to campus on the 8 is now closer to a 30 min ride on E + a transfer to F, A, or R. On top of that, many of the nearby stops on Bluff St. and University/Blackhawk have closed, so it's become way less convenient for me to use the bus. I went from riding practically every day to work to riding maybe twice a month. Instead of using the bus to commute to work, my partner has been making a special trip to drop me off at work (or I ride my bike when the weather allows). It's really frustrating - I'm a big proponent of public transit, but people won't use it if it isn't convenient and it's just no longer convenient for me anymore since the bus that goes RIGHT passed my house on bluff st. doesn't take me where I need to go in a timely fashion anymore.
- The new bus system provides worse service to those who need it most.
- The redesign has been a disaster for our family. We no longer take Madison Metro as frequently as we did prior to the redesign. The buses are unreliable. Google Maps does not provide up-to-date travel information. It provides bad information with no up-date-info on summer-long detours or temporary stops. The Madison Bus App does not provide accurate information either. The other day it told us that all the buses on the A Route had been cancelled for that evening. An A bus arrived at our stop several minutes later. Whenever we call or e-mail Madison

Metro to ask for help with questions about stops or buses we never get a reply or answer. Madison Metro is an unreliable mess.

- Run buses in addition to rapid transit- that stop more frequently and wait for several minutes at given stops to better allow reliance. Add back/add more bus stops. Consider retitling routes to have a mixture of 1 and 2 digit titles, that do not look similar to one another from a distance, even if they serve different areas. Have dedicated seating areas for all or most bus stops to better allow for bus drivers to recognize potential passengers, especially those who cannot stand or move quickly to indicate their need for the bus. Allow for the transition set-ride and set-time period cards to last indefinitely, removing accessibility barriers associated with needing an account.
- Bus rapid transit rocks, you all are doing awesome work. Don't let NIMBYs damage the plan by chipping away at it and demanding not losing parking spaces or complaining about dedicated bus lane. It doesn't deserve death by a thousand cuts. Think of the big picture and don't compromise the efficiency of the plan for a few parking spots.
- Can y'all go to the old one and open the transfer points again I like the old one better
- When looking at bus stops think about rain drainage and snow as well
- Can you stop taking away the stops ex. along the A route. Half of them were taken away last year and now more are being taken away. Isn't the whole rapid transit for the quick stops, not the regular busses.
- Please educate the drivers well on how this new transit system will work!
- Reopen the east transfer point. Bc it closed I now can no longer use the bus system.
- Why is there not a bus that goes already down Midvale. It should literally connect Fitchburg to university ave. That is so crazy that I live off of Midvale and to get to hilldale or anywhere down that way it would take me 50 minutes by bus. You think with the hospital over there you would want quicker access. Also I think getting rid of the transfer points was a serious mistake. I think transferring randomly on the streets are very unsafe. Sometimes I have to transfer on unlit streets by myself and I feel really unsafe. At the transfer stations there were cameras bus drivers and a lot of people. Plus at the transfer centers it was easier to go to Middleton Fitchburg and south side
- Looking forward to the BRT
- The service you provide to Sun Prairie is worthless. It takes 90 minutes to do what you can drive in 30 minutes. Why would anyone bother to use it?
- I'd like to see 24/7 public transit.
- It would be great if everyone could take the bus to the airport. Early enough for those 6-8 AM departures? 15 minute service? I hope we can figure that out someday. I love the new system! Please get the B line up and running ASAP.
- Timing . Get off one bus and wait too long for another bus. Need east/west transfer points back.
- Before the change, the north side had service every 15 minutes (the 2 and the 28) on weekdays and every 30 on weekends. Now the D2 comes every 30 on weekdays and every 60 on weekends (the B route is too far away to be an option for me). The new service was supposed to be an improvement. How is literally cutting bus service in half an improvement? And the L? Every 90 minutes? How is that a useful route at all?
- I support this N/S BRT line
- I wouldn't feel safe riding on bus with stops on Badger road and Park st. Same with NE side near Warner park. Too many poor and troubled people get on the bus in those areas. Bus stops will be crime centers. Police should ride the busses and patrol those stops to keep it safe. That would help. You say busses run until midnight but after 7pm the frequency decreases. How about keeping good frequency until 8 or 9pm? Would help with going to events downtown.
- More service to Epic and they need to promote and provide incentives. The traffic, carbon foot print..... Etc are insane!
- I appreciate the visionary thinking. However, it seems like we could have gone a step farther and done trolleys in locations where the rapid bus stops in the middle of the road. Places like Portland, OR have great success with trolleys. What a cool city we would be if we did that.
- Your drivers are always polite and pleasant. I appreciate their work & am grateful- especially in inclement weather - for their dedication.
- My experience riding Madison metro significantly worsened after the route redesign. Buses are now frequently not on time and incredibly congested because there is now only one route serving south Madison that puts people who need to go to the Capitol

and campus together, where there used to be routes 4 and 5. It seems like now all routes go through campus, which adds time for those of us who don't need to go to campus. My commute went from 15 minutes to 25+ minutes, which makes it more worth my time to just drive my own vehicle to work. I'm disappointed that metro seemed to prioritize the university in this redesign, at the expense of people in lower income areas who now have fewer options for getting where they need to go. The fact that there is no longer a bus stop on west Washington between South Park and Regent, where there are several public/low income housing complexes, is not lost on me.

- As soon as the red line is up and running, my commute will be much better
- Inconvenience of current payment methods is by far the biggest impediment to using the bus system
- Fewer bus stops are a potential hazard for seniors, especially in the winter with limited snow removal on streets especially to the curb. Commutes take longer now because of increased walking distance. This last year I sustained a bone fracture in my foot. Had my old route not been eliminated, I would have been able to commute by bus to work. Instead, I had to drive to work for 12 weeks.
- I really love using the bus system and appreciate the investment of time and money being put to making it better. Bus drivers are excellent, helping navigate these changes and the confusion/frustration that go along with it. One request - please update the payment system to allow for a sturdier bus pass. The current cards are so easily damaged. Would recommend system like in Washington, DC where folks can buy a card and "reload". I'm fortunate to benefit from a pass through the university, but passes available to the general public aren't great (was very frustrated by the 31 day pass - why not a longer time frame option or, better yet, a debit system that only charges when used?)
- I miss the bus stop in front of the overture center. I attended an event there on a Saturday night. There were thousands of people on the street attending several events, comedy, bars and restaurants. No bus service! What about people who work in those places? They should be able to ride the bus after work too.
- Make sure my taxes or any fees do not increase. I cannot afford to keep being taxed and adding fees. Make sure it's self supporting.
- I've been on the bus and there's no room for strollers it's crowded with kids going to school
- I am very happy with the new system and am looking forward to the convenience of BRT.
- Stops are dirty, unsafe. This new bus system is stupid and a waste of tax money. There was nothing wrong with what we had back in 2019. Who should have kept the old system and just added to it to fill in the gaps you completely destroyed the bus the ones who left never came back. You should rethink everything
- New mayor New metro people back to old ways
- Cleaner busses & and less cranky bus drivers. Bus drivers often drive crazy whipping a bus full of people around at 9 in the morning
- I think the redesign was an improvement, and I look forward to riding BRT.
- Many times the drivers don't stop me, sometimes I run by and signal when the time is right and it just doesn't stop.
- Make it so that buses can use a app or Google pay/ Apple pay to pay for transit
- Alienation of current riders with removal of stops, routes. Takes a lot more walking to get from E side to Capitol Square which used to be /should be a key commuting path. Gentrification is unfair. Raids on necessary bus service in the neighborhoods to shift funding to "high" frequency lines. Signage problems - detours of several months long are not signed, such as W. Wash stops with no notice of A, B service during the detour. Loss of 10 ride ticket (lower than \$2 rides). Juneteenth holiday not mentioned on posters in the bus shelters. No bus schedules posted in the shelters. Some closed shelters have no signage indicating they are closed.
- The app needs to be improved and more accurate
- Dedicated bus lanes need to be prioritized or metro needs to stop calling it BRT. Without dedicated car free lanes there will be nothing rapid about it.
- Please look at hours of service, the changes once covid hit and since have made it difficult for
- Rush hour buses on university should be more frequent - very crowded around 5-6 pm. Service has been excellent overall though - enough that I don't need to drive nearly as often as I used to
- You have wasted millions of tax dollars on a system that will fail.

- I love the new route A with more frequent service – can't wait for BRT!
- My biggest wish is that every library, every mscr site, and every enrichment/community center should have accessible and frequent bus service from all over town. I also wish there was more coverage into Middleton, where I work and where there are so many residents than just a few years ago.
- Recent education has been mostly about route changes. Constant education about how to ride (fill the back, sit in the seats, don't stand in the exit; exit out the rear not the front) is very necessary for positive riding experiences, but has been neglected of late.
- I cannot wait until we have technology that will replace the bus driver and let a robot drive the bus
- I hate the new system
- We need more frequent service. 15 minutes is barely good enough.
- Bus from Sun Prairie stops at High Crossing and Cross Hill where there are almost no large employers and no retail. However it does not stop at East Park Blvd where there are many large employers without going all the way into Madison and back again.
- A service from Sun Prairie park and ride to American park/ East park blvd.
- Business owners frequently overestimate the number of customers that arrive at their business by car. Movin' Shoes is not going to go out of business if the 2 parking spots in front are removed.
- Evening commute of 3 (bus routes G,B,C/38) taking 30 min. to 1 hr from East Rusk avenue/Rimrock to Basset/Doty.
- Once an hour, in both directions, for Route "O" would be wonderful for Romnes Apartments.
- Restore the ability to transfer to the 80 at Johnson & State to make campus access easier.
- The previous system was fine. You should not have implemented BRT and intentionally degraded the current system.
- Most places that I need to use the bus for are not on either BRT route, so I will likely rarely if ever use the BRT. Bring back the bus stops that you took away on other routes and make transferring easier.
- I work second shift and I do not get off work in time to catch the last bus home from work before the busses stop running to my neighborhood. I have to drive and park a personal vehicle on the isthmus because of limited service hours, when I'd much prefer to use transit (for environmental and financial reasons). Additionally, I often drive instead of taking the bus now if a route involves a long walk or a transfer. Before the redesign, I would take transfers all the time because they were reliable and timed at the same stops. Now they're unreliable, require rushing to or waiting at a completely distant stop, or significantly increase my travel time. Instead of dealing with the hassle, I often choose to drive instead of bus, even though I prefer to take the bus whenever possible to avoid traffic, parking, and pollution.
- I would like to share the amount of times the buses have just road past the stops on Post Road where my son stands out there waiting to get on Bus H in the morning. This has happened many times with the old system and the new system.
- I feel like 15 minute headways is not "rapid" and not "frequent" by any means -- that's even lower than the "low" category defined by the BRT standard of the Institute for Transportation & Development Policy (<https://itdp.org/publication/the-brt-standard/>). This isn't real BRT; this is just a better bus (what you're building should be the standard for every bus route in Madison). Real BRT is like a rail system that does not stop for anything in its way and can safely proceed at 55+ MPH, ideally on fully grade separated transitways. This is fake BRT.
- Metro is a total waste of tax dollars. Buses cruise around town empty. I know why you cover the windows with those ads, so people don't see how empty the buses are. The new mass transit routes are a complete joke.
- I would like to have the transfer points back. It makes it harder to get too and from work now with the new system because of having to walk to bus stops that are farther apart.
- This is a gigantic boondoggle. Buses are too large for demand and most of the time they will be mostly empty. This system costs an enormous amount of taxpayer dollars and is going to be a huge waste of resources. This is a Northern city where most of the year it's cold, dark, snowy/icy, rainy, and windy. Putting stations in the middle of busy thoroughfares is a mistake. 99% of people need a car to get to where they want to go and this whole boondoggle of a system seems designed to put obstacles in the way of 99% of auto traffic.

- If transfer points were unsafe, security would have been cheaper than changing the entire system. The system does not fit together like it used to, a costly failure.
- How will this affect bicyclists and pedestrians crossing Park St?
- Please think of the grocery workers and the hospital workers and the bakers who need to get to work before the busses normally run.
- Thank you for increasing bus service along Monroe Street and for adding early morning service at the weekdays before 6am on the D Line.
- I don't understand the rapid transit routes and why they are in the middle of the road instead of the sides. I feel like I will be racing to cross a major road or waiting for another light to catch the bus. Or miss it if the driver doesn't see me. And will we now have buses stopping at the middle for rapid transit and on the sides for regular? I've read all the materials/explanations in this but it doesn't make practical sense.
- I live off of North Walbridge so it has been nice to cut out transfer point shenanigans to get to my job downtown. I work nights and weekends so more consistent night and weekend service would be amazing!!!
- I want BRT to go to Dane County Regional Airport
- Please, please, please be sure to not remove existing bike lanes and infrastructure as part of BRT construction.
- The geography of Madison makes rapid movement through the city challenging. I'm hopeful that the BRT will really work!
- Improve integration with transit app. Especially for route 38.
- Just more times going through Middleton.
- Looking forward to BRT, however am skeptical given the near constant construction, lane and road closures throughout town that the buses can maintain a usable schedule.
- The reduced speed limits are just making drivers mad, which makes them drive faster. Nobody slows down in school zones anymore.
- The D2 should run much earlier in the morning b/c so many flights leave early. I almost always have to be at the airport by like 4:30am. Also, it would be wonderful if the D2 ran every 15 minutes and if the Westbound stop at Sherman and Thackeray had a cover. There is no bench or any cover of any kind for bad weather. Please have the 28 extend further north so that people living north of Sherman Terrace can get to the hospital. Could the 28 also run earlier in the morning??
- Better crossing lights at eastside post office. Milwaukee street is too busy for elderly!
- Try talking with your drivers, who knows the routes that worked & the riders who used the old system. You could have tweaked the old system to solve the issues of access. Instead you took away access & made the system harder to use.
- The new system is awful. Inconvenient. Buses often full and say 'drop offs only' but not the route name so you don't know if it's your bus or not. Missed routes. Bus is shown on the app then doesn't show up.
- fewer stops/more distance between stops is KEY and I'm so glad you're moving in that direction. Now, let's work on getting even more dedicated bus lanes, even at the expense of driving lanes, to encourage less driving and more bus use / make the bus faster!
- The BRT's current center Island design is terribly flawed for our winters & icy conditions.
- Seems like certain neighborhoods and populations within the city got totally favored in redesign. Then some neighborhoods just got ignored and made bus service no bad it's nearly impossible to use if you have kids or are elderly. So now city officials say those areas don't need the coverage since people don't ride as much. Area off portage road got totally worse service. Walking a mile to get to the A isn't an option but the transfer between P and A doesn't work well at all
- I'm trying to keep an open mind about the BRT, but I'm concerned that walking distances to the BRT stops for many riders will discourage people from riding. For example, if my neighborhood Route C bus schedule is cut back or discontinued, I will not walk 5-6 blocks and cross busy E Washington Ave to catch the BRT.
- Bus drivers will go from always being late to always being early. Really impractical to have a 20 minute window where the bus might come. Be on time and late is better than early. Also I've been driven past when wearing brightly colored clothing, in daylight, at the bus stop when on outer routes. Completely unacceptable when I have to wait another 30 min and pray they'll actually stop for me next time.

- I am worried that BRT will necessitate more transfers in order to get to local areas – when buses are late & someone misses a transfer, it’s unpleasant or even dangerous in extreme heat or cold and waiting for longer than we used to have to. Trip planning is still a major concern because different routes transfer at different points, so if the bus I’m on is running late to the bus I need to catch, I have no idea where to get off to catch a different bus. From the North-East side to other places around town, I almost always need to take more than one bus and trips take longer than they used to with the 4 and connecting downtown. I do not drive so I use public transit when possible.
- As belittling and arrogant as it sounds, provide a special bus for the homeless. They deter riders.
- Crossing traffic to get to the bus stop is incredibly dangerous and an idiotic decision. Has anyone on the planning team ever used the buses on university or mineral point? This will increase traffic accidents and pedestrian/rider injuries and fatalities. I have yet to see any coherent explanation to why this change is being made. Thank you very little for making my commute to and from work a threat to my life.
- Overall, I have no major complaints but I do not rely on the bus as my sole mode of transportation. I am excited the city is investing more time and money into upgrades!
- Please, get back to the old system and routes
- Need more routes through Fitchburg. Also faster routes
- Please increase frequency of commuter lines like the 28.
- Again, get riders at the table. Stop making decisions if you’re not the ones needing the system.
- I hope the bus will have its own lane so it can actually provide rapid transit.
- I’d like to reinforce my suggestion that all other lines should be consolidated along corridors as A and B have been, to speed up service and get across town.
- I was always a supporter of Metro. No longer. You totally messed things up for me.
- Always increase frequency of the 30 min or greater routes, that is the only way you’ll increase ridership. Or make rides free, which other cities have done and can make up for other inconveniences. Add more routes that don’t go downtown to serve other parts of the city.
- PLEASE restore something similar to the old Route 29 service. There is currently no good way to get downtown from my house and with the removal of the transfer points and park and rides, there is nowhere to drive into to access a downtown bus. From my house, it is a very long walk over very hilly terrain to get to a bus that goes downtown. This service was essential to me and I was extremely disappointed when it was discontinued at the last minute without the opportunity for feedback.
- I think we’d really benefit from park and ride locations that could take someone from a free parking lot on the edge of the city into the campus and downtown areas. I live in Verona and it would be amazing to be able to drive a little ways to a parking area (maybe off of Odana or Fish Hatchery) and then get on a bus directly from there.
- My only complaint is bus timing. I like the new routes and frequency.
- Having the Madison Metro “Trip Planner” redirect to Google Maps is terrible – Google’s quality control has plummeted over the last five years, and it invents bus times and even bus stops out of whole cloth. Once last year the Google-powered trip planner had me walking to four different locations downtown trying to transfer, and I ended up having to take a cab.
- I think all these stops are going to create more problems for hangouts and other issues a woman alone is not going to be safe waiting for the bus when people are just hanging out
- If bus drivers are ahead of schedule they need more places to stop to stay on schedule. My bus route (J) went to arrival times during rush hour of +/-10 min (sometimes doesn’t come at all!!). Huge waste of my time. The bus used to be predictable and enjoyable. Now I barely bother riding it.
- I have been very upset about the new system. I am not exaggerating when I say it is forcing me to change everything about my life. I am cut off from friends I used to see, I am cut off from businesses and entertainment I used to enjoy, I have a very hard time planning to get to essential services like grocery, pharmacy, doctor, bank, post office, etc. What’s worse is that I will likely have to move and/or change jobs. My public service job does not pay me enough to live in the areas with easy access to bus stops, I simply can’t pay the rent there. Nor do I really feel like I can afford a car. But a car seems necessary and inevitable now that service has been so reduced.

Which means I will have to consider leaving my job. I believe public transportation should support lower income citizens and the plan you have made does the very opposite.

- My stop is E Wash and Baldwin and I had a lot of frustrating mornings with the construction. There often wouldn't be adequate warning about the stop being moved which would result in sometimes missing my bus if they came early and I had to walk an extra half a block. Multiple times the bus drivers also weren't aware the stop had moved and they drove past me. With future construction, you might consider how to improve communication about changed stops.
- People are confused and concerned about how safe it is to have to cross busy intersections to get to a bus stop located on the median. Please get the word out about how that's supposed to work.
- The convenience of not having to "fight" traffic and pay for parking when we attend events is great. We usually board the bus at Kwik Trip (Cottage Grove and Sprecher) it would be nice to have a Park and Ride area at that location. The bus drivers have always been courteous and helpful
- I used to take the bus frequently (2x/week) but the redesign curtailed the places I can get to from the stops near my home. Instead of using the bus after the redesign, I use my car. Same with my kids. They used to ride the bus all the time, and now (post-redesign + loss of Metro contract for middle schoolers) they will just ask for a ride, which I will often provide, due to the limitations on where they can easily get to. I understand the desire to streamline routes and increase service frequency - but for occasional users like our family, the loss of convenience and diversity of destinations means we rarely think of Metro as an option for getting around.
- I've ridden the bus a few times in 2024 to get from the west side downtown (the first time I've ridden the bus in 10 plus years) and found it easy and convenient. We will continue to do that. thanks!
- I think the bus system would benefit from running the busses more often, people sometimes miss one and have to wait
- I really appreciate all of the work city staff is putting into this. Can't wait for BRT!! Thank you!!
- Screw da budget you should implement literally every single suggestion that's given. I hate driving I never want to drive ever again please just get this right.
- I am loving the new bus routes and I am excited for the rapid transit to start up. I have used the new bus system to get to the airport several times already. Coming from the far west side on Mid Town rd.
- Yes go back to the old way number 6 All the bus routes go back to numbers and destinations
- It's difficult to tell from the map, but the Cahill Main and McKee stops seem like they may add a number of addition left turns (especially for the bus headed north). Would it make sense to expand the loop here so that the route stops at Cahill Main on the way south, and after stopping at McKee, continues along Fish Hatchery and goes to High Ridge rather than having to add additional left turns to loop back through the Cahill Main stop?
- I wonder if there might be a nontrivial benefit to one or two midday runs on the 55 and 75?
- I've said my piece. I wish the bus was more useful but I hardly ever use it anymore and that's a major bummer.
- Why are there so many busses on the far west side south of mineral point (near Kelly's)? They just loiter there (sometimes in no-parking zones) and make pulling out of parking lots difficult. They severely block visibility, which is dangerous. It seems like a waste of public resources to have so many busses clustered there and not even going anywhere.
- Looking at map - better services for transportation needs north/east to/southeast; seem to be currently underserved.
- Climate seems like a huge, obvious obstacle in capitalizing on any expansion of the bus network. I see the bus network being expanded yet nothing being done to address what I think is by far the biggest inhibiting factor of public transport usage. To me, this seems naive and unwise.
- all bus stops need a bench and a shelter, and adequate lighting for safety
- PLEASE GIVE US SHELTERS AT STOPS!! Wisconsin has extreme weather conditions year round. Anything to give some protection would be so welcome. I rely on the bus to get around and be stuck in the bitter cold or pouring rain is unavoidable for me so at least not having to stand in it any longer than I need to would be nice.
- The main issue with metro is the other passengers being unsafe/creepy/uncomfortable to be around.

- i think all new drivers should have to ride metro transit in a wheelchair – to get a sense of just how bad it is to sit 45 minutes with constant slamming of brakes or fast turns.. i was injured in october when a driver took a turn so fast it flipped my powerchair over.. and again just a couple weeks ago someone saw my chair tilting dangerously and ran over to help keep me from toppling. i have most of my body movement and if i got hurt – imagine of someone who couldnt use their arms to catch their fall would have hit their head... speakign of which.. why is it Metro never reached out to make sure i was ok – i ended up partially tearing my rotator cuff in that accident and tried calling and leaving email messages with no replies..
- Fire the mayor and metro planning committee and return buses to neighborhoods. Undue rapid transit. Actually honestly listen to people and quit lying
- The new system doesn't accommodate riders in residential neighborhoods. Have walk long distance and no sidewalks and service seems be only on busy roads. And getting to bus stops in many places too dangerous. I cannot use bus service as it exists along with many my neighbors because it's not safe getting to stop. Winter snow terrible because people don't have sidewalks shoveled in early morning.
- The buses are even more crowded with the new routes and drivers sometimes discourage riders from getting on a very full bus when they have to go to Middleton (ie. few buses). But the bus is filled with people who only need to go as far as Hilldale. Bring back the limited stop buses to help this.
- You ruined using the bus around Portage road.
- The whole plan is absolutely ridiculous and I don't understand how the bus transit is in the middle of the street and people have to cross the busy streets to catch the bus! Someone will get hurt or unfortunately killed
- I was all in for new routes, but they ended up being much worse in the end. Please go back to the previous routes. They were confusing, but at least the people who need to ride the bus could actually ride it.
- The new transit routes have more than doubled the distance I need to walk. The large discrepancy in route frequency provides very uneven service. To have some routes with 15 minute service while other have 80 minute frequency seems very unbalanced. Transfers are unreliable due to inconsistent bus arrivals. There is still significant overcrowding on some routes, such as the D during peak times. I used to take the bus frequently to Woodmans East. I have not been since the route changes because of the longer walks, need to transfer, and less frequency. This has impacted my food budget.
- buses are frequently late, and marathon routes are a nightmare to navigate. it should not be hard to figure out efficient bus service and timeliness when the city knows about marathons and similar events well in advance
- Bus passes should be available electronically and offer different options than a day pass, 10 ride, or 30 day
- This will fail and the mayor does not care for her citizens
- cottage grove at north star really needs a shelter of some kind, wind is really bad in winter
- Need additional R buses during peak rush hours. I know of people who no longer ride the bus due to service only once an hour
- The old bus system was better for commuting to campus. Busses to campus are frequently overcrowded during peak times and in inclement weather.
- We should promote a bus transit system that is faster than alternatives and connected by a pedestrian environment that feels safe, gets pedestrians to stops efficiently, and keeps pedestrians safe from cars—even when not covering behind a parked car.
- I do not like that the new pick-up stations are in the middle of roadways. I think this is a huge safety hazard for riders, especially at night and during the winter when roads are slippery and visibility is low. I'm planning to bus around town less because of these changes and switch to driving more—the opposite of what should be happening in a growing city/community. I have been very disappointed in project so far.
- I have a friend who is elderly and extremely sight-impaired. He is quite nervous about getting to and from the rapid transit stations (crossing E Wash can be dangerous even at crosswalks), how to pay, etc. I haven't seen the issue of handicapped, elderly addressed. Speed is all so it seems.
- I know of exactly two people who say this system has improved things for them. Everyone else I know trying to access the west side or accessing campus from the farther east side is remarkably more inconvenienced between the amount of walking, reduced stops, stop confusion, non-synced route arrivals for transfers, lack of shelters/facilities or just garbage cans (con-

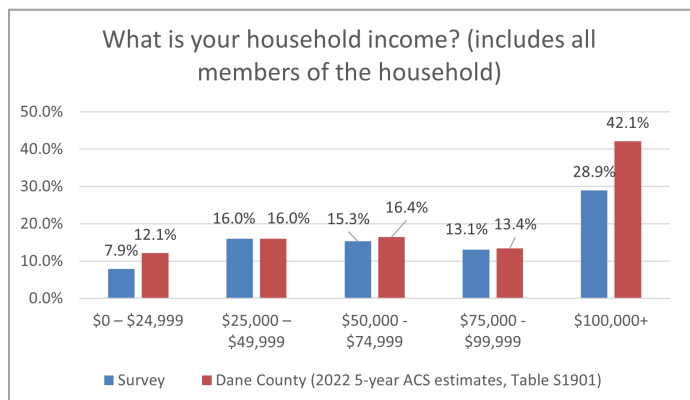
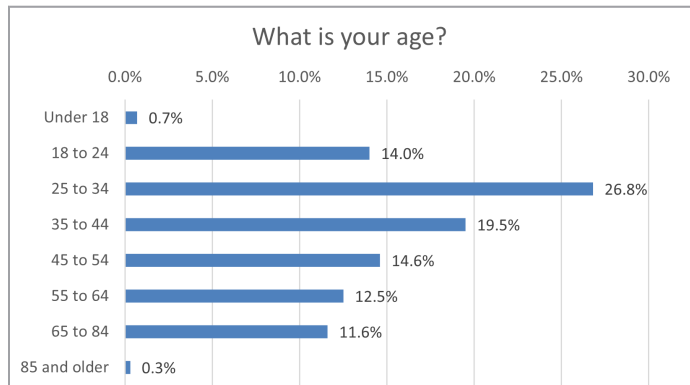
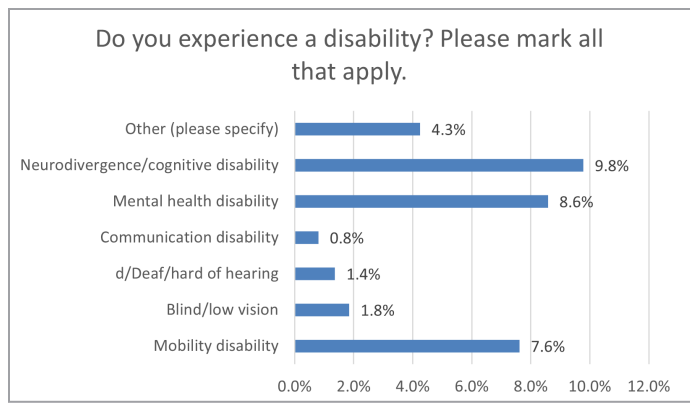
sidering we've been at stops for an hour+ at times!), and inconvenient route hours (ex: many people get off work on the hour, say at 5 PM, so it makes not sense for buses to arrive at 5 PM or 5:05 - few people can get to the stops on time)

- Busses are dirty, smelly and do not feel safe due to behavior of other passengers. Bus stops are not safe or being used for intended purposes.
- reduce taxes, we need to know how this is costing home owners (property taxes for us is increasing, not interested in funding what we do not use),
- This is interesting, so I hope it helps
- The new bus system is an excellent example of FUBAR.
- Living within 1/2 a mile of a frequent route is too far in Wisconsin winters. Sidewalks are not well enough maintained during am/pm commute times in the winter. Will there be any park and ride lots installed along the frequent routes?
- Increasing 15-minute frequency further into the evening on weekdays and Saturdays would allow for using the bus to get around outside of commuting for work.
- Appreciate all your work on this! Really do
- Increased frequency is great and I use the system more often now as a result. The biggest current barrier is the payment method and needing to buy cards ahead of time (I never have cash and even if I do it wouldn't be \$1 bills. Tap cards or Apple Pay are the biggest improvements to the experience for the current system.
- Fix the roads
- New system requires too many transfers. Old route 7 was fast to Woodman's. Now takes appx 50 minutes or longer and has long walk from bus stop—unworkable with load of groceries.
- (1) I use the D2 bus on a regular basis. While it gets me to and from work, I'm unhappy that it doesn't get closer to the Capital Square. There are times now when I will drive rather than take the bus downtown because I don't want to schlep stuff up and down the hill (or have to worry about dealing with transferring to another bus just to get up the hill). (2) If the bus stop at Union South that serves eastbound busses (D2, O) is going to remain at its new spot, please put up a shelter there.
- I am discouraged by the disinterest in meeting the needs of the people who need it the most. Getting rid

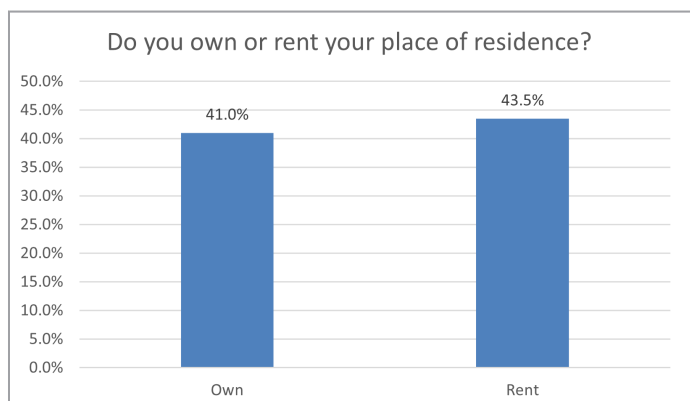
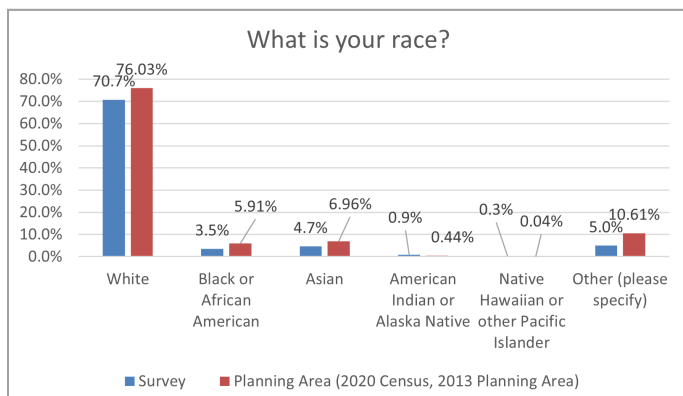
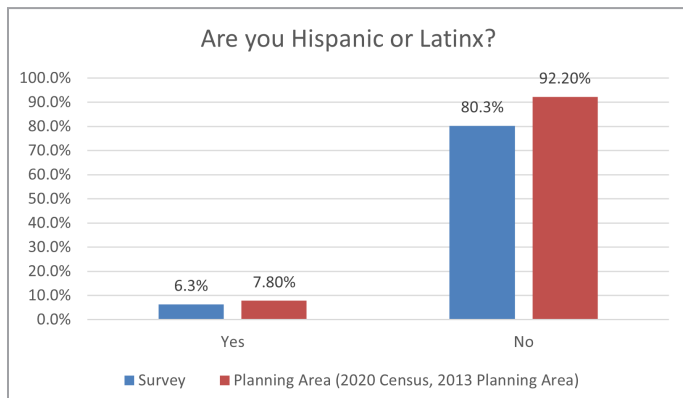
of bus stops for the sake of efficiency has a negative impact on the elderly, people with health issues, and families with children who now have to walk further.

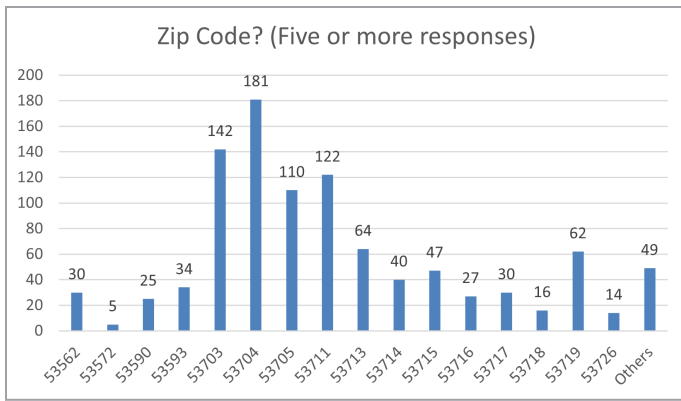
- Please consider getting rid of the fabric seats (which give the impression of being unclean/gross) on the buses and make the buses quieter on the inside, they can be noisy enough to hurt your ears when the bus crashes over large pavement imperfections.
- Special or free bus ride to get out and vote. Law makers make it hard for low income; people of color to get to polls. Madison Metro, can have three banners reading "GET OUT THE VOTE"!
- Please rename route D1 or D2...it's very confusing!
- Utilize the transit system for maximum efficiency to reduce costs and improve reliability for riders
- More frequent service should occur on weekends as well as weekdays
- Very excited for the next phase of BRT. Please do your best to prioritize transit efficiency above personal vehicle efficiency. I am also a driver and I do not mind additional inconvenience (slower trips, fewer places to park) if it means better transit.
- I appreciate the frequency of my route (C) and how close the bus stops are to most of my destinations.
- Fewer less frequent service, especially around living areas with single family housing within 1 mile.
- Please take into account how many remote workers there are now. I use bus less because of this.
- I'd like to see the bus lanes get more priority. The BRT should have dedicated lanes throughout.
- Why are the BRT stations going in on the left lane on E. Washington? That seems more dangerous for people needing to cross the street.
- Metro's main emphasis should be as a service for commuters and alternative to driving to work.
- BRT is a good thing but it is being implemented at the expense of the elderly and disabled. Too many stops inside of service areas have been eliminated.
- LED boards and real time arrival times at stops, plus an application with similar guidance capabilities as evidenced by Denver transit (RTD), would be ideal.
- I think Metro gets a bad rap in Madison and on social media. I am glad I have a chance to send some survey feedback and will try to share this out with others.

- I am withholding judgment on BRT for now. Light rail to surrounding towns would have been a better option.
- In Nakoma near Midvale there are only two routes that reach downtown, they come from Allied Dr, I think, but if someone needs to go somewhere near Hill Farms, the UW Hospital, or some restaurants in that area or Picnic Point, they should first take the D1 or D2 and from there take another west on university, that takes a lot of time. Why do you have to go around when there could be another route that takes you to your destination without having to wait so long, especially if it involves medical issues. (SP)
- Shorter times, more bus routes (SP)
- They abandoned my son. The lack of consideration and love for others is impressive. (SP)
- It is important to check the cleanliness of the buses the night before or right before starting the routes in the morning. A few days ago I sat down in one of the seats and it was wet with something and from then on, my morning was pretty bad. The cleanliness in the bus system is important. It is not difficult; it takes 5-10 minutes and shows great service and professionalism. (SP)



Respondent Demographics





On-Board Rider Survey

An On-Board Rider Survey was conducted in April 2024. Although the On-Board Rider Survey is primarily used to adjust the regional Travel Demand Model, it also offers a unique opportunity to survey bus riders exclusively, and to do so at a statistically significant level by bus route group and by time of day. Three questions from the Transportation Security Index (TSI)¹⁹ developed by the University of Michigan Poverty Solutions program were included in the survey instrument to assess the level of transportation security experienced by bus riders. The following charts compare the responses to these questions across various demographic groups and illustrate that not all demographic groups experience the same level of transportation security. In particular, younger riders, BIPOC²⁰ riders, those with a disability, those with lower household incomes, those who identify as a gender other than man/woman, and those who speak a single language other than English experience higher degrees of transportation insecurity than others.

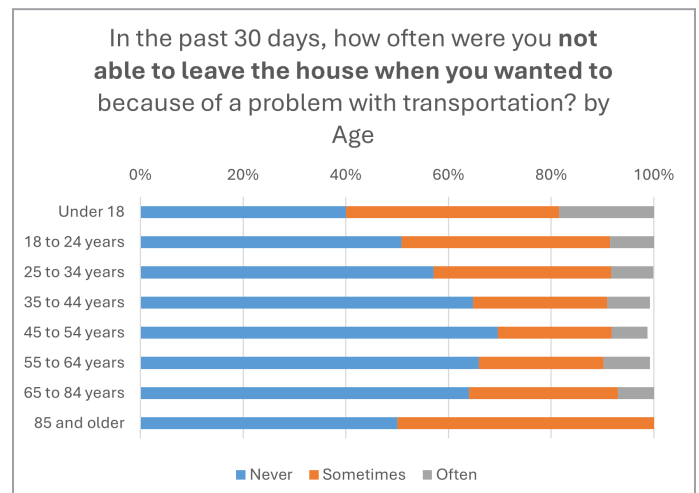
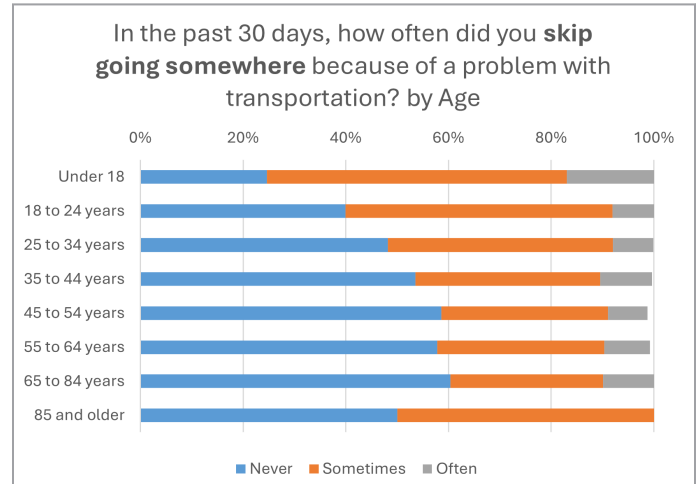
The three TSI questions²¹ selected for use in the survey were chosen after discussing which questions to use with the principal researchers at UM and the survey contractors, with feedback from the City of Madison Transportation Commission. The questions are:

1. In the past 30 days, how often did you **skip going somewhere** because of a problem with transportation?
2. In the past 30 days, how often were you **not able to leave the house when you wanted to** because of a problem with transportation?

3. In the past 30 days, how often did problems with transportation **affect your relationships** with others?

Response options were: Never, Sometimes, and Often. Responses are organized below by demographic group.

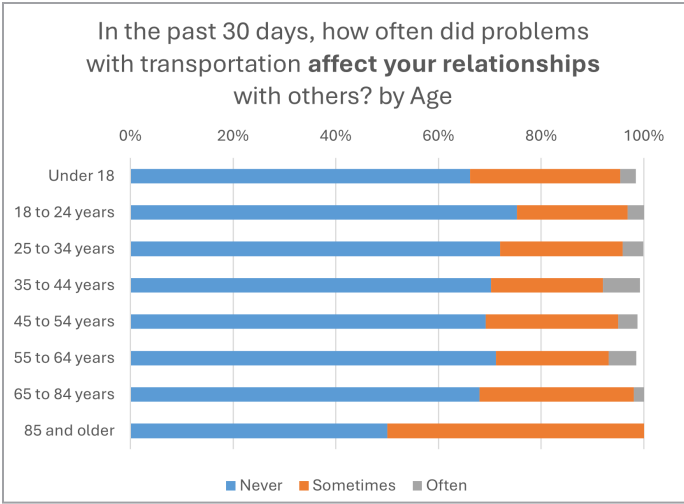
By Age:



19 <https://poverty.umich.edu/research-funding-opportunities/data-tools/the-transportation-security-index/>. Copyright (c) 2018 The Regents of the University of Michigan, available under the [CC-BY-NC-ND](https://creativecommons.org/licenses/by-nc-nd/4.0/) license.

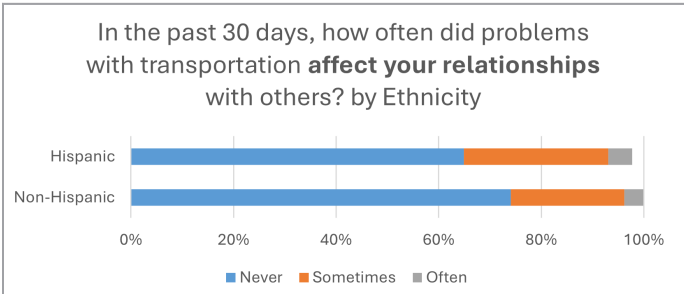
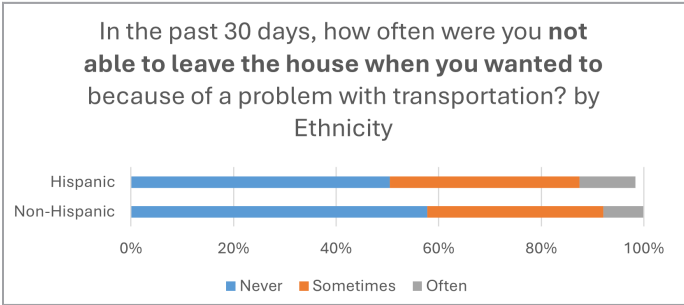
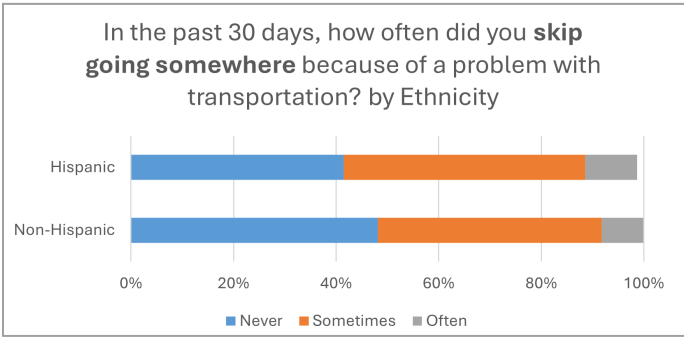
20 Black, Indigenous, and other People of Color

21 The full TSI questionnaire includes 16 questions.



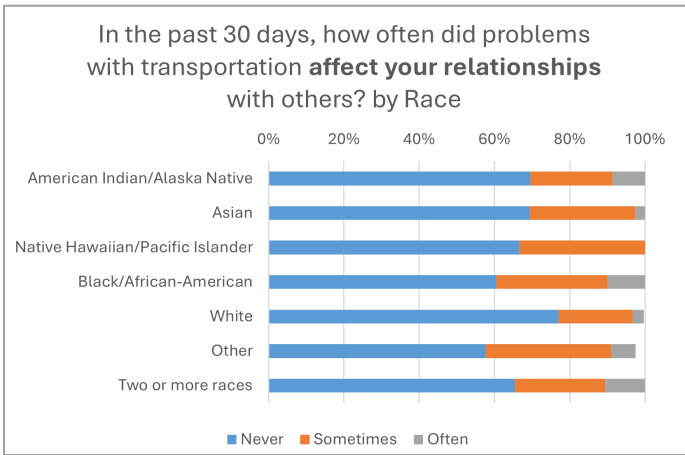
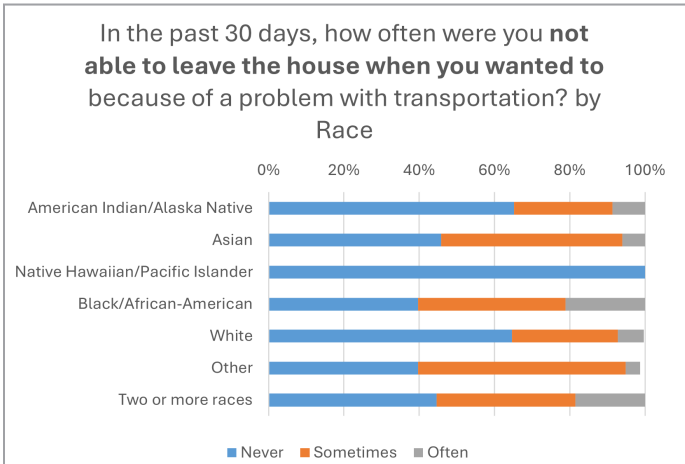
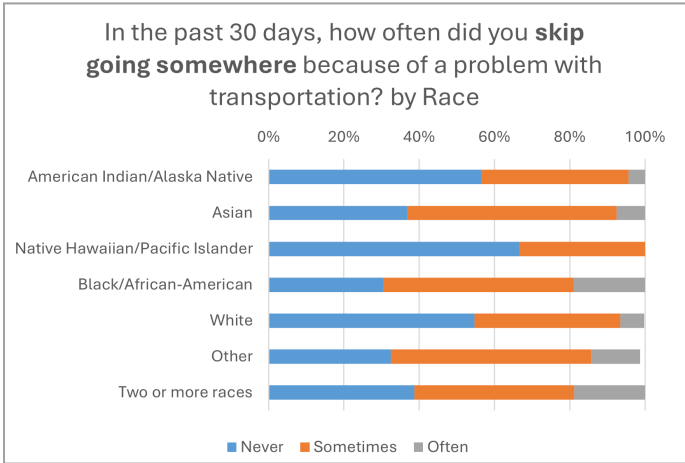
Respondents aged under 18 experience the greatest transportation insecurity, although those aged 85 and over and those aged 18 to 24 years also experience higher degrees of transportation insecurity than other age groups.

By Ethnicity:



Hispanic respondents experience a slightly higher degree of transportation insecurity than non-Hispanic respondents.

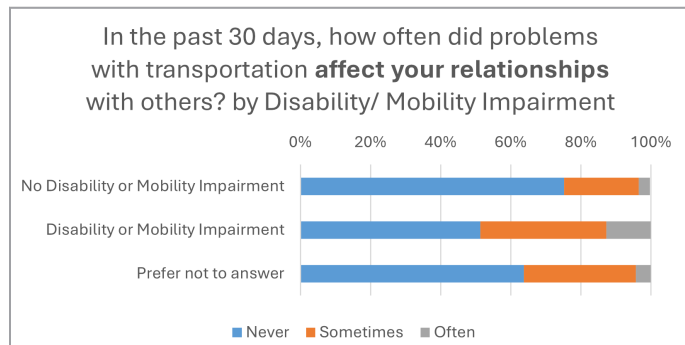
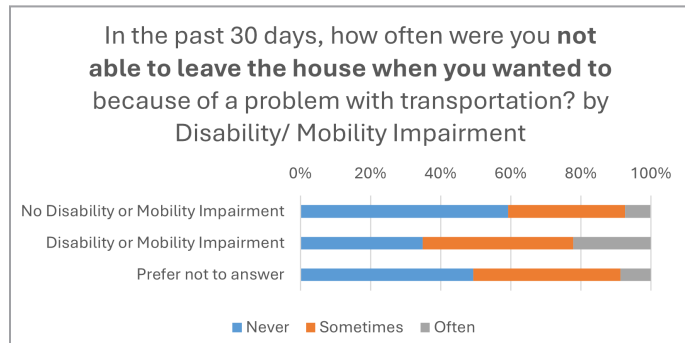
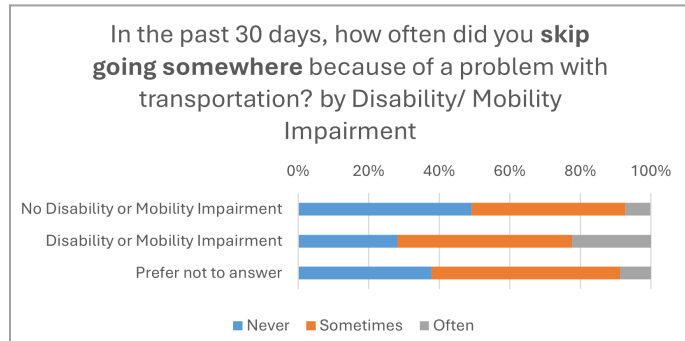
By Race:



Although Native Hawaiian/Pacific Islander respondents appear to experience a high degree of transportation security, there were only three respondents of this race so these results may not represent this population well. Respondents who indicated that they are Black/Afri-

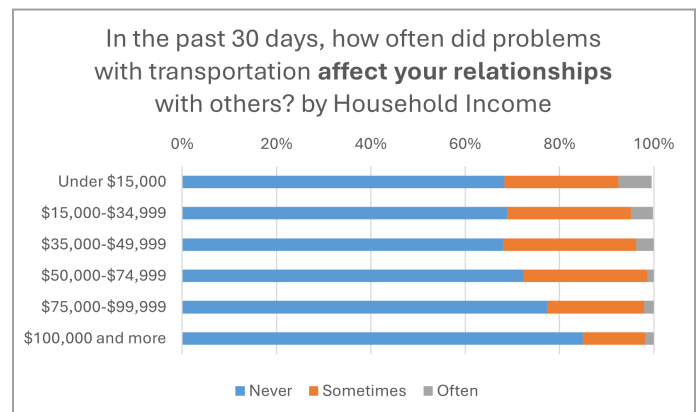
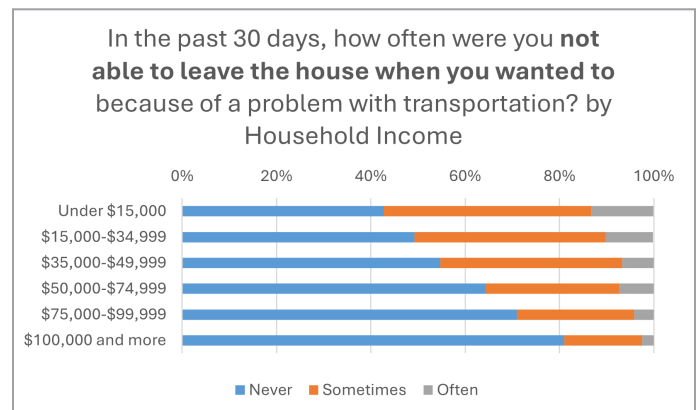
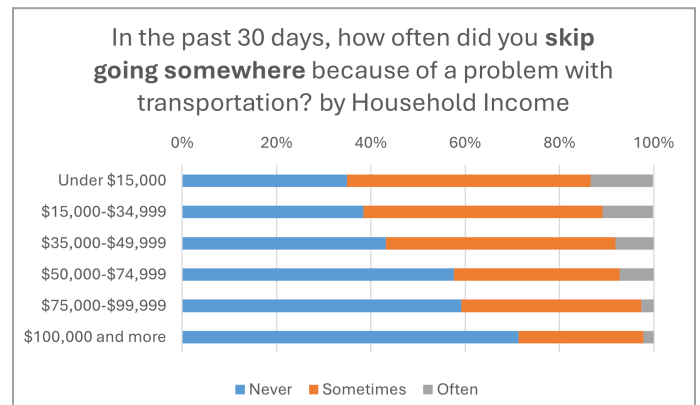
can-American, Asian, Other, or Two or more races have lower transportation security than other racial groups. Whites have the highest transportation security, with American Indian/Alaska Native respondents also experiencing a higher degree of transportation security than other racial groups.

By Disability/Mobility Impairment:



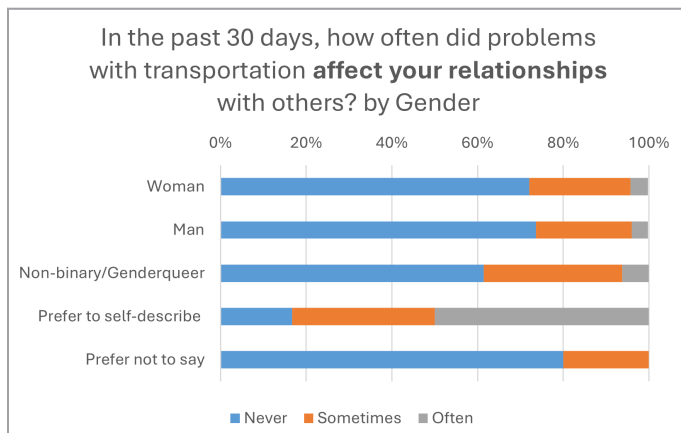
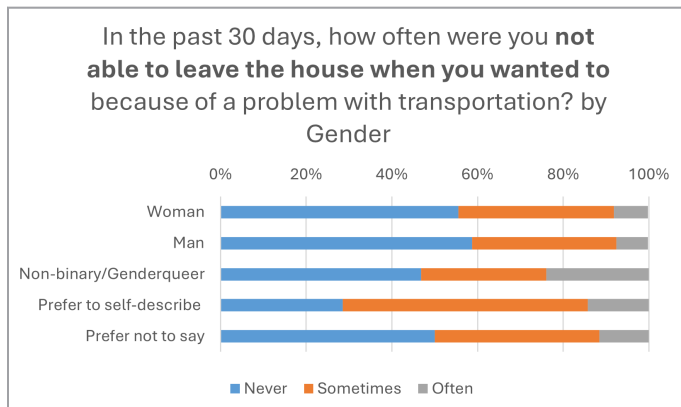
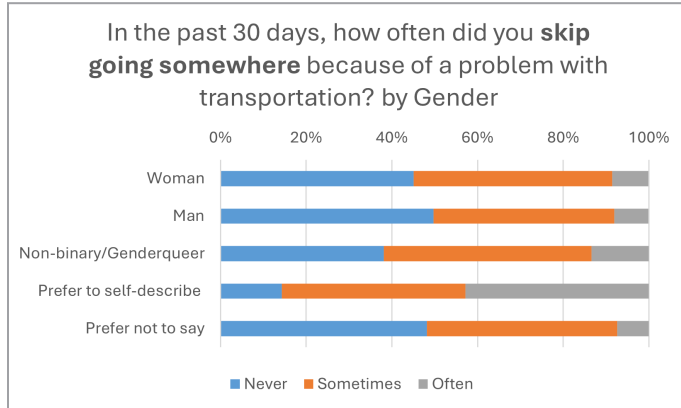
Respondents experiencing a disability or mobility impairment experience a higher degree of transportation insecurity than those without; respondents who preferred to not answer the disability/mobility impairment question experience a level of transportation security that is between the two groups who did answer the question.

By Household Income:



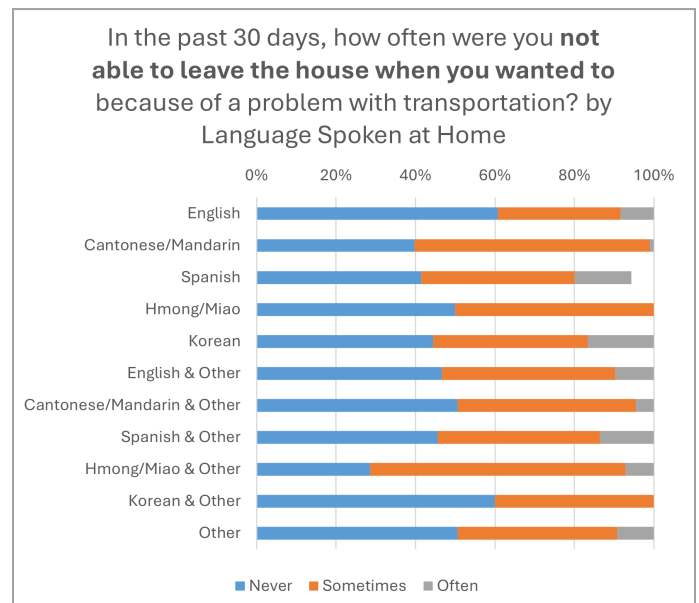
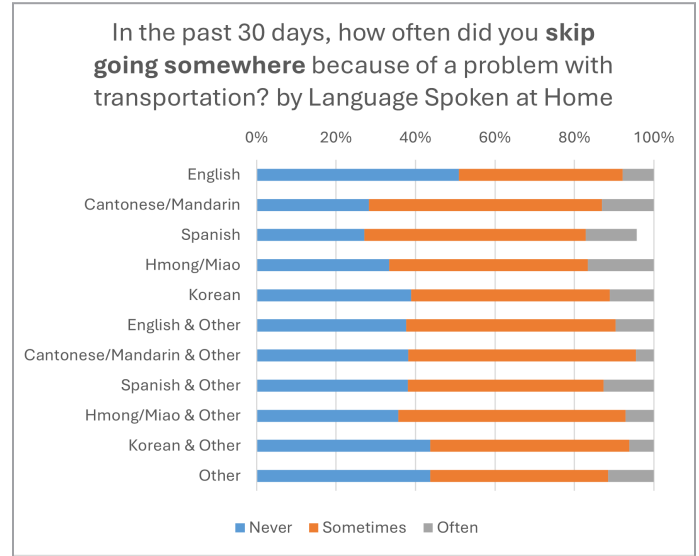
Respondents with lower incomes experience a higher degree of transportation insecurity than those with higher incomes, with a nearly linear relationship between income and transportation security.

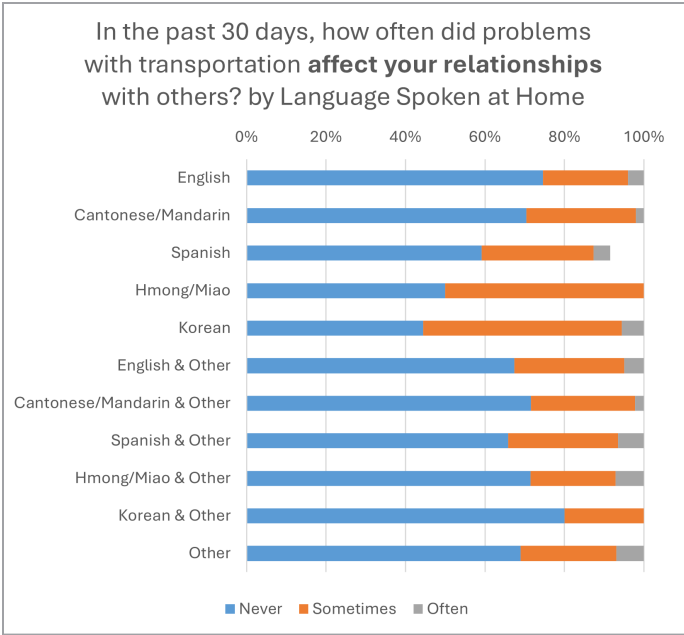
By Gender:



Respondents who identify as men have slightly higher transportation security than those who identify as women, and those who prefer to not say have similar levels of transportation security as both men and women. Respondents who identify as non-binary or genderqueer have lower transportation security than these groups, and those who prefer to self-describe experience much lower transportation security than any other group.

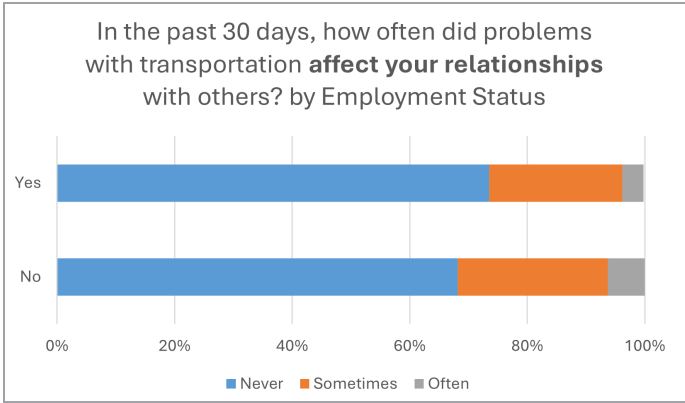
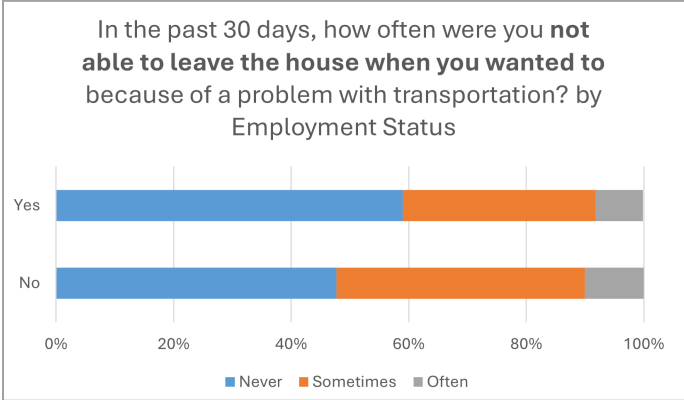
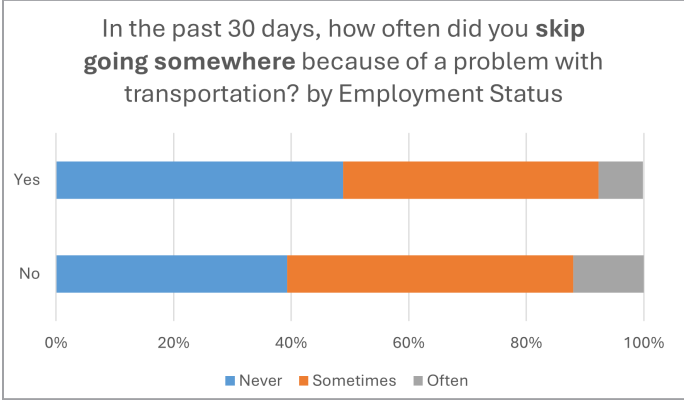
By Language Spoken at Home:





English-speaking respondents experience the highest degree of transportation security, followed by bilingual and multi-lingual respondents. Respondents who speak only a single non-English language at home experience the lowest transportation security.

By Employment Status:



Respondents who work or have a job have a higher degree of transportation security than those who do not work or have a job.

Presentations to Local Committees, Civic Groups, and Organizations

Results of the Disability Focus Group survey were presented to the City of Madison ADA Transition Plan team (May 3, 2024) and the City of Madison Disability Rights Commission (May 23, 2024).