

RoundTrip Program Webinar Q&A

November 13, 2024

Ride & Roll with Ease this Winter: Tips for Planning Trips by Bus & Bike

	Question	Response
1	I use a recumbent trike to get around. Would I be able to get it on one of the BRT buses? It's about 33" wide by 6.5 feet long.	Metro: Unfortunately, there isn't enough room for a recumbent trike to fit in the bike area.
2	Are there plans for an 'open house' for the BRT buses where I could see how things work without the pressure of being on an actual route?	Metro: We would be glad to show people around at a station. People are encouraged to call (608) 266-4466 or email mymetrobus@cityofmadison.com to either a) set up a time to come to Metro where a staff person can show them around the Baldwin station, or b) set up a time for a staff person to meet a group of people at an alternate station for a training session.
3	Any information on the new Park and Ride Lot 204?	UW: The lot is now open for employee parking! Please see the announcement about Lot 204 here .
4	Does the Metro app allow you to board and pay directly with a phone? Or do you still need a physical Fast Fare card?	Metro: You can now use the Metro Transit Fast Fare app to pay upon boarding after you create an online account and add money to the account. Google Pay, Apple Pay, and tap credit cards will be usable directly on the bus later in 2025.
5	Is there any plan on having metro buses service the North Transfer Point again?	Metro: No, that particular space was leased, and we are no longer continuing that lease.
6	Where are some of the parking areas along bus routes?	Metro: We have a new park and ride location on the west end of Metro's BRT Rapid Route A on Junction Rd. There is also a park and ride lot on the east end of the Rapid Route A in Sun Prairie. Unfortunately, we do not have park and ride lots along Route B. But, you can ride the Route A to a number of BRT stations in the downtown area to transfer to Route B.

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7	In the bus tracker bus view - what is the key for the bus descriptors "not crowded", "somewhat crowded" and the others we would see?	<p>Metro: We may look at configuring these amounts a little differently, but right now these are the amounts for both our standard size buses and larger BRT buses:</p> <p>Standard 40' Bus</p> <ul style="list-style-type: none"> • Not Crowded: 14 or fewer passengers • Somewhat Crowded: 15 – 35 passengers • Crowded: More than 35 passengers <p>BRT 60' bus</p> <ul style="list-style-type: none"> • Not Crowded: 17 or fewer passengers • Somewhat Crowded: 17 – 45 passengers • Crowded: More than 45 passengers
8	The only bus that takes me to my workplace (#65) was canceled for the month of October. As weather turns to winter conditions, will there be an assurance that entire bus routes will be available?	<p>Metro: We apologize, but unfortunately, we experienced some issues with bus availability in October. Those issues included some trouble with our new fleet of electric buses as well as mechanic availability. Mechanics spent a lot of time working on the electric bus issues and being generally trained on them overall. This caused us to fall behind on other repair, maintenance, and inspection responsibilities. We believe those issues were temporary in nature, and we have them largely resolved.</p>
9	This is my first Winter in Madison - are the bike trails plowed when it snows, or do you need to bike on the street?	<p>Please see the city's Riding in Winter page for full details, summarized here:</p> <p>Arterial bike paths are plowed as needed after any snow event. When a general plowing is underway, the arterial paths will be plowed. The goal is to have these paths clear for commuters as soon as practical on weekdays.</p> <p>On-Street Bike Lanes are located on the edge of streets and will get snow accumulations. Parking is allowed along almost all on street bike lanes. This means that plows are not able to access the entire bike lane due to the proximity of parked cars. Bike lanes are then seldom cleared down to the bare pavement. Even though most on-street bike lanes are on salt routes, they are seldom clear during winter. Salt's efficacy is limited in areas like bike lanes that experience low volume and small tire size.</p>

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10	How soon after getting snow will the bike paths be cleared?	It totally depends on where you are located. The City of Madison’s goal is to ‘have these paths clear for commuters as soon as practical on weekdays.’ Some bicyclists in the webinar said that oftentimes the bike paths are cleared before the roads.
11	What do folks find is most successful for keeping toes/feet warm during winter bike commuting?	Chris: Winter boots are a great option. Otherwise, opt for wool socks, shoes that aren’t too tight, and shoe covers.
12	Are BCycle bikes available year-round?	No, BCycle bikes are not available year-round. The off-season is December 15 to March 15.
13	How do we report an issue with the Monona Terrace bike elevator if it is out of order?	Visit the Monona Terrace contact page and email or call.
14	How do you get Metro Transit’s route- or stop-specific alerts?	<ol style="list-style-type: none"> 1. You can sign up for email and text alerts, including general and route-specific alerts, from Metro’s Rider Tools & Apps page. 2. You can also sign up for alerts in the Metro Transit Bus Tracker by clicking on “Subscribe.” From there, you will be prompted to create an account. After activating your account, you will be able to sign up for general Metro alerts, route-specific alerts and stop-specific alerts.
15	How do you motivate yourself to wake up early to commute via bike or bus?	<p>Chris: If biking or taking the bus means getting up earlier, remember the bus gives you time to do things you can’t while driving, like reading a book, scrolling through the news, or reflecting on your day. And for me, hopping on a bike is the best way to wake up.</p> <p>Colleen: For warm toes, I wear smartWool socks. And to wake up early I prepare my coffee ahead of time!</p>