



GREATER MADISON  
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**DRAFT** September 2024

**Greater Madison Metropolitan Planning Organization**

**2024-2028 Coordinated Public Transit-  
Human Services Transportation Plan**

# Greater Madison Metropolitan Planning Organization

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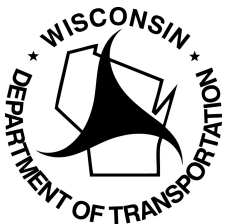
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The contents of this report do not necessarily reflect the official views or policy of the U.S. Department of Transportation or WisDOT.

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# Chapter 1: Introduction and Background

## What is Coordinated Transportation Planning?

Transportation is an important part of our daily lives: it connects people to places, such as school, work, the store, and social activities. For individuals with mobility limitations due to age or disability transportation can be a major barrier to accessing employment, health care, quality nutrition, social interaction and more. Specialized transportation services allow these individuals the independence to remain in a community setting rather than isolated in expensive institutional care facilities.

The Dane County Coordinated Public Transit-Human Services Plan (Coordinated Plan) is a comprehensive approach for providing transportation that identifies the mobility needs of older adults, individuals with disabilities, and other transportation-disadvantaged individuals living in Dane County. The Coordinated Plan identifies strategies for meeting these needs and prioritizes implementation and funding. Transportation coordination is a process where human service agencies, transportation providers, consumer groups, and public officials work together to develop and improve services to transportation-disadvantaged individuals.

The City of Madison and Dane County – the two primary providers of public transit and specialized transportation services in Dane County – have pursued both formal and informal coordination efforts over the years to enhance transportation service efficiency and increase the mobility of county residents. This Coordinated Plan builds on the successes of this relationship.

## Coordinated Plan Requirements

The SAFETEA-LU federal transportation bill (2005) required that projects funded under the Section 5310, 5316, and 5317 grant programs be “derived from a locally developed, coordinated public transit – human services transportation plan”. Although the subsequent MAP-21 (2012) transportation bill eliminated two

of those programs, it carried the requirement forward for Section 5310, which remained as part of the FAST-Act (2015) and the current IIJA/BIL (2021).

The coordinated plan is required to be “developed through a process that includes representatives of public, private, and non-profit transportation and human services providers and participation by members of the public.”

The Federal Transit Administration (FTA) released guidance ([FTA C 9045.1](#)) for the coordination plan and process in May 2007.<sup>1</sup> The guidance requires that coordinated plans include:

- An assessment of available services,
- An assessment of transportation needs,
- Strategies, activities, and/or projects to address identified gaps between current services and needs and to improve efficiencies in service delivery, and
- Priorities for implementation based upon available resources, time, and feasibility.

As a federally required plan with specific purposes, this plan uses language that is consistent with that used by the Federal Transit Administration (FTA) and the United States Department of Transportation (USDOT). When referring to state, county, or local programs or requirements, the language used in this plan is consistent with that used by the state, county, or local program respectively. This means that some terminology that is considered offensive by some individuals or groups may be used within this plan. No offense or marginalization of affected groups or individuals is intended by the MPO in using the terminology adopted by other organizations or enacted by law. Wherever possible, person-first and more universally acceptable terminology is used, such as referring to “older adults” instead of “seniors”, but this is not appropriate where adopted law or established program requirements refer specifically to “seniors” or use other terms such as “frail elderly”.

<sup>1</sup> Issued for the New Freedom program under SAFETEA-LU; this program was subsumed by the Section 5310 program under MAP-21 and [FTA C 9070.1G](#).

## Plan Development Process

The planning process was led by the Greater Madison MPO, the Metropolitan Planning Organization (MPO) for the Madison area, with assistance from Dane County Department of Human Services (DCDHS) and City of Madison (Metro Transit) staff.

Given the concurrent planning timelines for the Transit Development Plan update and the update of this Coordinated Plan, public outreach and engagement efforts for the two planning processes were combined as appropriate. This included holding two disability focus groups hosted by Access to Independence; unfortunately, neither focus group was well-attended, so an on-line survey for people with disabilities was offered from February 25 to March 25, 2024, and promoted through area disability advocacy and related groups. The survey was completed by 42 respondents with self-reported disabilities;<sup>2</sup> survey results are included in Appendix A. In addition to public outreach conducted expressly for transit planning purposes, the findings of other relevant recent reports are also considered in this plan, including the City of Madison's 2024 Older Adult Services Engagement Analysis.<sup>3</sup>

The public outreach process for developing the coordinated plan also included a stakeholder coordination meeting on Friday, August 16, 2024. Two hundred and seventy individuals from various human service organizations, advocacy groups, municipal agencies, health care facilities, boards and commissions, public transit providers, and employers were invited to participate in this meeting and provide comment. As testament to how difficult it is to coordinate these important stakeholders, only four of the invited participants registered for the meeting, and one of these cancelled their RSVP prior to the meeting. This meeting focused on identified gaps and needs in the coordinated transportation landscape of Dane County.

In addition, the plan was discussed by the Dane County Specialized Transportation Commission and MPO Policy Board.

Meeting materials, meeting minutes, and the stakeholder invitation list can be found in Appendix A.

<sup>2</sup> Two additional respondents self-reported that they did not experience a disability; these survey responses were not included in response analysis, as the survey was specifically for people with disabilities.

<sup>3</sup> [https://drive.google.com/file/d/1EhwRyycNOX9CUK0Mem67TDoYjuDc4h\\_W/view](https://drive.google.com/file/d/1EhwRyycNOX9CUK0Mem67TDoYjuDc4h_W/view).

## Plan Adoption

The draft 2024–2028 Coordinated Plan was available for public comment from September 17–October 18, 2024. The notice for the 30-day public comment period can be found in Appendix B.

The Coordinated Plan was adopted by the Greater Madison MPO Policy Board on XX and by the Dane County Specialized Transportation Commission on XX. The resolutions adopting the Coordinated Plan can be found in Appendix X.

## Plan Principles

The following principles lay the foundation for guiding the development of Dane County's accessible public transit network to meet existing and emerging needs. These principles, developed for the original coordinated plan adopted in 2007, have been reaffirmed as supportive of the broader goals of self-empowerment and integration into the community. These principles are consistent with contemporary special education and employment models for people with disabilities and have led to innovative training and support services.

### Independence

- Promote and maintain the independence of older adults, people with disabilities, and others with limited resources, by encouraging and supporting the use of transportation options that foster independence;
- Provide training and resources to allow transit-dependent people the greatest possible access to the community.

### Accessibility

- Eliminate geographical inequity in availability of transportation options;
- Provide access to transportation services throughout Dane County that are open to seniors and people with disabilities and not limited to a specific group of clients or customers;
- Connect communities and their residents to transportation services that are integrated and open to the general public.

## Efficiency

- Develop cost effective solutions and avoid duplication of service provision;
- Seek out cost-sharing opportunities and partnerships to extend the usefulness of transportation resources;
- Evaluate services based on productivity and measures of cost effectiveness that exemplify good stewardship of public resources.

## Resourcefulness

- Use a mix of resources (human, monetary, equipment, contractual) to create and sustain services that meet different transportation needs;
- Apply innovative thinking and cultivate community relationships to address issues.

## Related Plans and Studies

### [Connect Greater Madison 2050 Regional Transportation Plan](#) (2022)

The Regional Transportation Plan (RTP) is the MPO's current long range transportation plan. It is an integrated, multimodal system plan that provides the overall framework for transportation planning and investment decision making in the region. It identifies transportation projects and strategies or actions to be implemented out to the year 2050. The RTP ensures that transportation projects are coordinated between the various levels of government (local, state, and federal).

### 2024-2028 [Transportation Improvement Program](#) (2023)

The Transportation Improvement Program (TIP), which the MPO updates annually, is a coordinated listing of short-range transportation improvement projects anticipated to be undertaken in the next five-year period. The TIP is the mechanism by which the long-range RTP is implemented, and represents the transportation improvement priorities of the region.

Projects within the MPO's Planning Area must be included in the TIP in order to be eligible to receive federal funding assistance; including Sec. 5307 and Sec. 5310 funded projects. The list is multi-modal; in addition to streets/roadways, it includes transit, pedestrian,

bicycle, parking, and rideshare/transportation demand management projects.

### 2013-2017 [Transit Development Plan](#) (2013)

The Transit Development Plan (TDP) for the Madison Urban Area is a short- to medium range strategic plan intended to identify transit needs and proposed improvements and studies over a five-year planning horizon. The Greater Madison MPO is responsible for developing and maintaining the TDP. The MPO works in close cooperation with Metro Transit and other transit providers, funding partners, and jurisdictions in the Madison area to develop the plan.

Key recommendations include:

- Improve the utility of existing transit service by improving the directness and frequency of routes where appropriate.
- Extend service to areas that are currently underserved by transit, including new commuter express service.
- Adopt a bus stop consolidation program to remove or relocate excessive bus stops in central Madison.

An update of this plan has been under development in 2023 and 2024 and is anticipated to be adopted in late 2024. Comments and feedback received during disability focus group discussions and focus group survey responses collected during the Transit Development Plan update process were considered in the development of this Coordinated Plan.

### [Program Management and Recipient Coordination Plan](#) (2020)

The Program Management and Recipient Coordination Plan for the Madison Urbanized Area's Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program (Program Management Plan) is designed to identify the policies and procedures for administering the Section 5310 program in the Madison Urbanized Area. These policies and procedures are based on program requirements issued by FTA.

### [Bus Stop Amenities Study](#) (2018)

Having the correct amenities at a bus stop is critically important. The 2020 University of Utah report *The Role*

*of Bus Stop Features in Facilitating Accessibility*<sup>4</sup> found statistically significant increases in overall stop-level ridership as well as reduced paratransit demand at improved stops. The MPO completed the Bus Stop Amenities Study which contains recommendations for additional stop amenities and offers guidance on design for new transit stops. Further, the study evaluates existing stops based on the newly established guidelines, identifying areas where amenities should be added or relocated.

#### [Wisconsin Transportation Survey \(2018\)](#)

The Survival Coalition of Wisconsin Disability Organizations conducted a survey of 500 people with disabilities and older adults across the state and found that:

- 72% of respondents said they have trouble finding transportation at least 30% of the time.
- 45% said can't get where they need to go 50% of the time.
- 70% said they would not be able to get where they need to go if their usual mode of transportation, destination, or schedule changed.
- 55% said that transportation services don't go where they need to go.
- 59% said that transportation is not available at the times they need it.
- Respondents reported that current transportation services often limit community participation, ability to find or keep a job, and living options.

#### [Wisconsin Non-Driver Advisory Committee](#)

Established in 2020, the Wisconsin Non-Driver Advisory Committee meets biannually as an advisory forum to discuss transportation mobility, safety and access for Wisconsin's non-driving populations.

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<sup>4</sup>Bartholomew et. al., University of Utah Report UT-20.11. <https://rosap.nrl.bts.gov/view/dot/54742>.

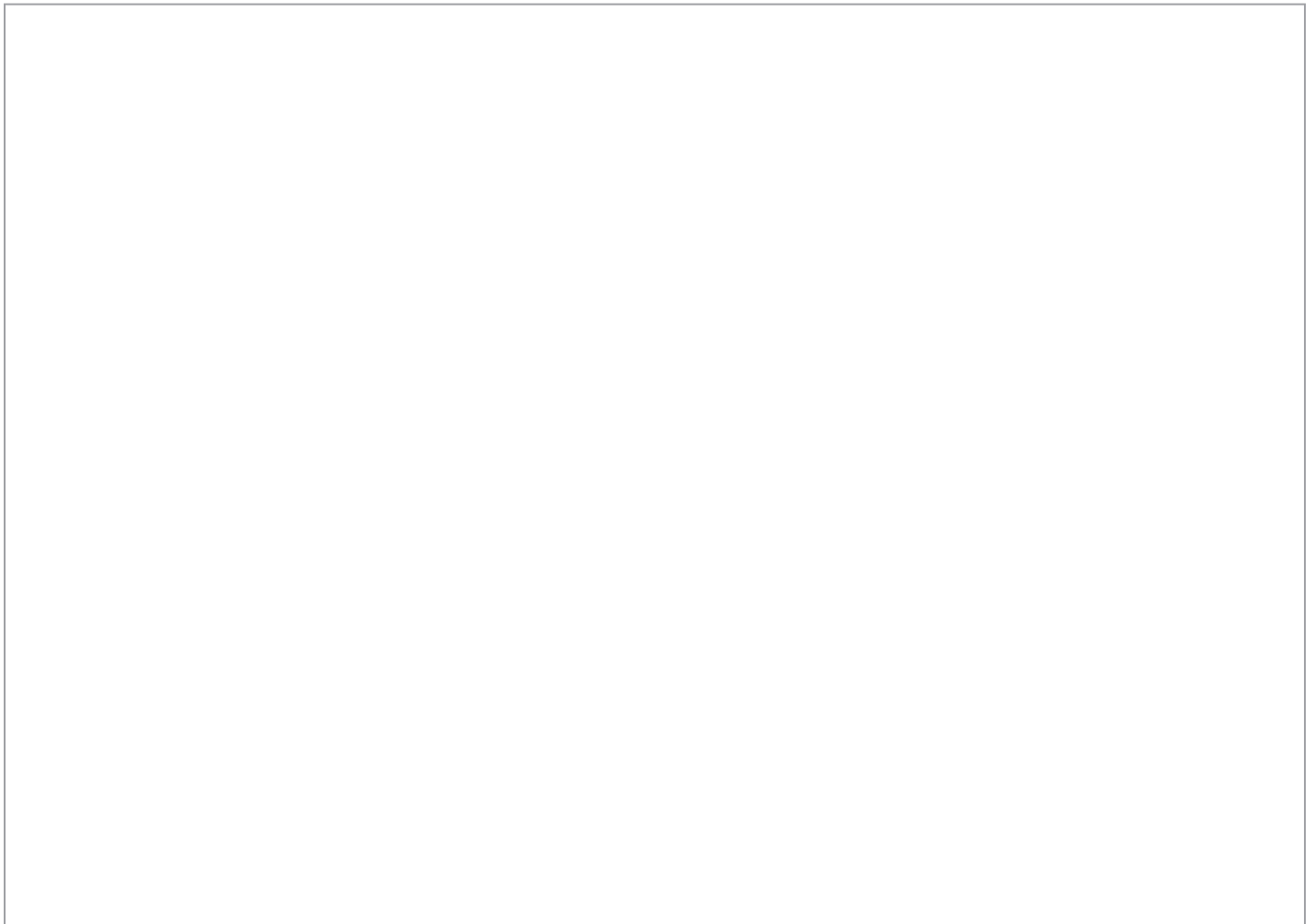
# Chapter 2: Madison Area & Dane County Socioeconomic Characteristics

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Wisconsin’s population has grown slowly—at just 3.5%—between 2010 and 2022; however, Dane County and the City of Madison have deviated from Wisconsin’s trend with 16.1% growth during this period and are projected to continue to do so in the future with population growth continuing at over 1.2% annually. Dane County added nearly 79,000 new residents between 2010 and 2022, with 49% of those new residents in Madison alone. Dane County’s growth accounted for nearly 40% of the state’s growth over that time frame. The City of Madison historically comprised over 50% of the county’s total population; however, this trend has slowly been decreasing, as surrounding suburban communities continue to grow, and Madison now composes just under half of the county’s population.

The U.S. Census Bureau defines urbanized areas as densely developed territory encompassing residential, commercial, and other non-residential urban land uses with over 50,000 people. Funding and eligibility for various federal transportation programs as well as many other federal programs are based on these boundaries. Figure 1 shows the boundaries of the Madison Urban Area, which includes the cities of Madison, Fitchburg, Middleton, Verona, Sun Prairie, and Monona; villages of Maple Bluff, Shorewood Hills, McFarland, Cottage Grove, DeForest, Cross Plains, Waunakee, and portions of Windsor; and several towns. Along with the City of Madison, the cities of Fitchburg, Middleton, Sun Prairie, and Verona, and the Village of Waunakee all had an estimated 2010 population of 10,000 or greater. Following

**Figure 1: Boundaries of the Madison Urban Area (TO BE ADDED)**





the 2020 Census and changes to how urban areas are defined, the City of Stoughton became its own “small urban area” in 2024 and is no longer part of the Madison urban area.

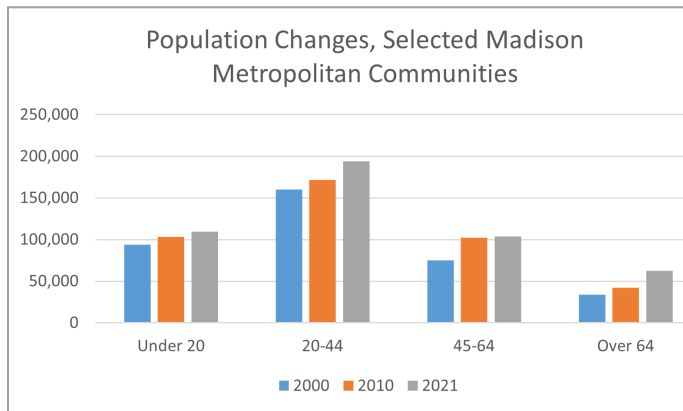
The largest municipalities in Dane County outside the Madison Urban Area include the villages of Oregon, Mt. Horeb, Marshall, and Deerfield and the towns of Oregon and Springdale. Table 1 shows 2010 and 2020 populations, and 2050 forecast populations for Dane County communities.<sup>5</sup>

**Table 1: 2010, 2020, and projected 2050 population distribution in select Madison metropolitan communities**

Municipality	2010 Census		2020 Census		2050 Forecast		2020-2050 Change	
	Population	% of County	Population	% of County	Population	% of County	Number	Percent
<b>Central Urbanized Area Total (CUSA)</b>	298,080	61%	346,619	62%	470,960	62%	124,341	36%
City of Madison	233,209	48%	269,840	48%	362,513	48%	92,673	34%
City of Fitchburg	25,260	5%	29,609	5%	46,551	6%	16,942	57%
City of Middleton	17,442	4%	21,827	4%	29,057	4%	7,230	33%
Village of McFarland	7,808	2%	8,991	2%	13,264	2%	4,273	48%
<b>Larger Outer Urbanized Area Total</b>	95,395	20%	116,096	21%	174,168	23%	58,072	50%
City of Sun Prairie	29,364	6%	35,967	6%	54,028	7%	18,061	50%
City of Stoughton*	12,611	3%	13,173	2%	19,621	3%	6,448	49%
City of Verona	10,619	2%	14,030	2%	20,965	3%	6,935	49%
Village of Cottage Grove	6,192	1%	7,303	1%	11,427	2%	4,124	56%
Village of Waunakee	12,097	2%	14,879	3%	23,228	3%	8,349	56%
Village of DeForest	8,936	2%	10,811	2%	16,796	2%	5,985	55%
Village of Windsor	6,345	1%	8,754	2%	11,720	2%	2,966	34%
Village of Oregon	9,231	2%	11,179	2%	16,383	2%	5,204	47%
<b>Smaller Urbanized Areas Total**</b>	26,011	5%	28,305	5%	40,513	5%	12,208	43%
<b>Rural Total</b>	68,587	14%	70,484	13%	70,077	9%	-407	-1%
<b>County Total</b>	488,073	-	561,504	-	755,718	-	194,214	35%
<p>* The City of Stoughton was removed from the Madison Urban Area following the 2020 Census and is now its own “Small Urban Area”.</p> <p>** Belleville, Brooklyn, Cross Plains, Deerfield, Edgerton, Marshall, etc.</p>								

<sup>5</sup>Note that the *Central Urbanized Area* and *Larger Outer Urbanized Area* are geographies used by the Capital City Regional Planning Commission in the Regional Development Framework; these geographies do not correspond to the Greater Madison MPO’s Urban Area or Planning Area geographies.

**Figure 2: Age distribution of population: 2000-2021, Madison metropolitan communities (including Cross Plains, DeForest, and Windsor, which were not in the MPO planning area in 2000).**



### Seniors, People with Disabilities, and Low-Income Individuals

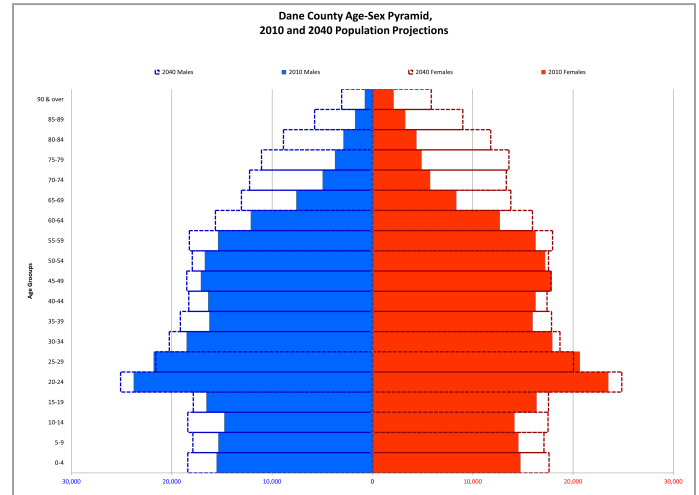
The primary focus of this Coordinated Public Transit – Human Services Transportation Plan is improving the access to employment, medical and social services, shopping, and other destinations for seniors, people with disabilities, and those with limited resources. Therefore, to plan and coordinate transportation services to meet the needs of this target population one must know the size of these populations and where they reside. While some of this data is available with high degrees of accuracy, such as age or household income (available at the Census Block Group level from decennial Census data), other information is only available at geographic scales that are often too large to be useful for planning purposes (disability data is only available for Census Tracts) or with high margins-of-error at smaller geographies.

### Seniors

Although it is based on 2010 Census data, the State of Wisconsin has published population projections by age for each county through 2040; the age-sex pyramid for Dane County is shown in figure 3. This age-sex pyramid shows that population brackets over age 65 will experience much more growth than younger age brackets in the next twenty years. This “silver tsunami” is already underway as Baby Boomers age and birth rates decline. As aging typically results in increasing health and

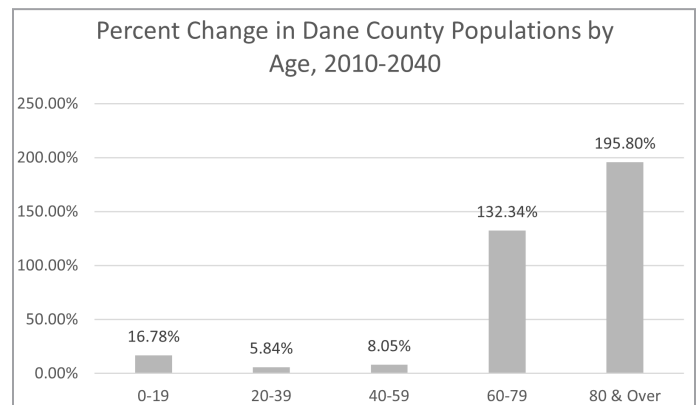
mobility issues, this aging population will require special attention to ensure that they are able to complete trips for social, employment, recreational, health care, and other purposes.

**Figure 3: Dane County Age-Sex Pyramid, 2010 and 2040 Population Projections<sup>6</sup>**



As shown in Figure 4, population age cohorts between 0 and 59 years of age are projected to grow by approximately 6-17% between 2010 and 2040. The 60-79 age bracket is expected to grow by over 132%, and the population aged 80 and over is expected to grow by nearly 196%.

**Figure 4: Percent Change in Dane County Populations by Age, 2010-2040<sup>7</sup>**

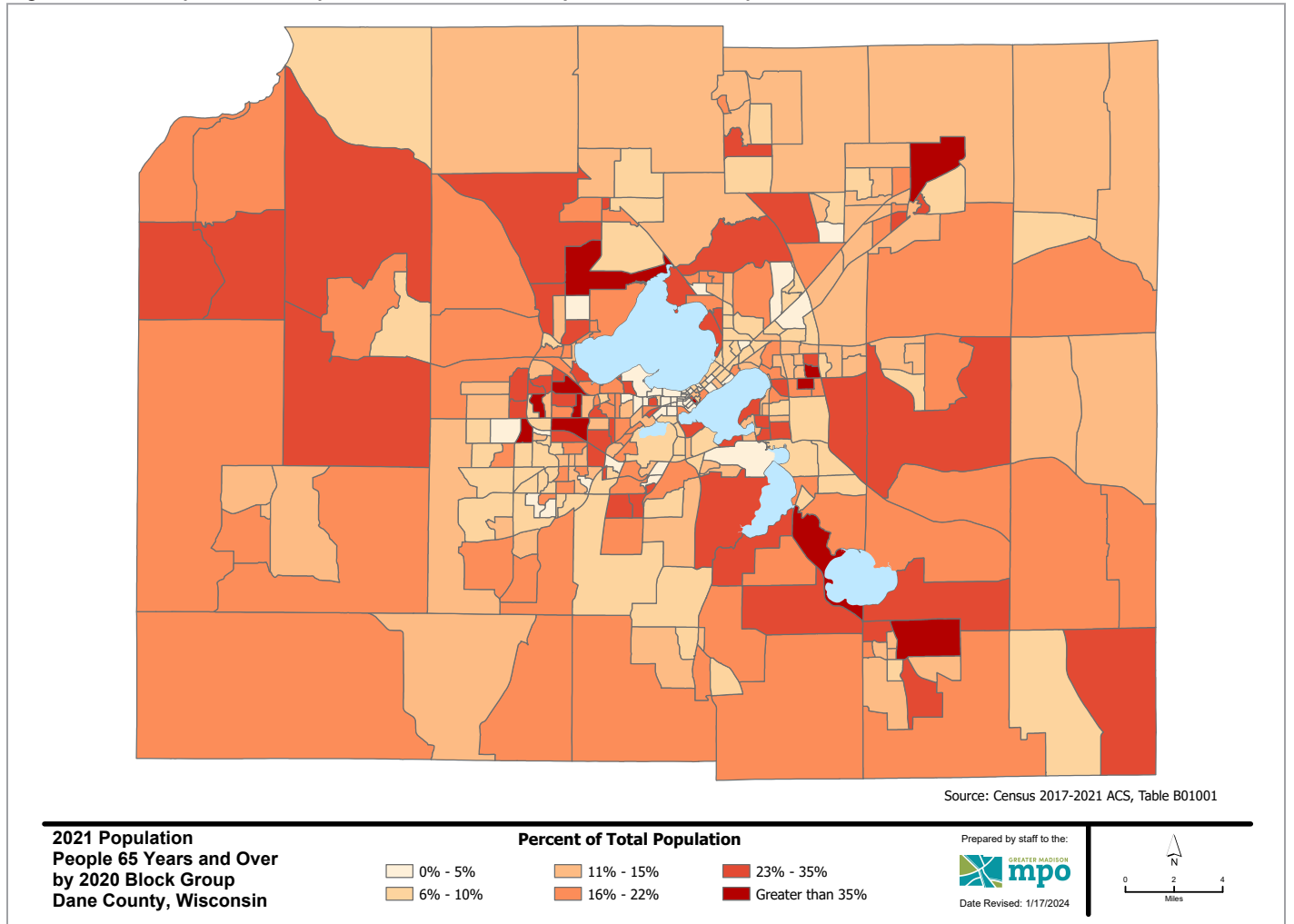


This growth is partially due to the aging of the Baby Boomers generation as well as advances in medicine that have increased life expectancies. The growth of this population cohort comes at a time in which aging in place – living in one’s own home and community,

<sup>6</sup> Population and Household Projections, produced in 2013 from 2010 Census data. <https://doa.wi.gov/DIR/2010-2040CoPyramids.xlsx>.

<sup>7</sup> Wisconsin Department of Administration. [https://doa.wi.gov/DIR/Proj\\_cofinal\\_2010\\_2040Web.xlsx](https://doa.wi.gov/DIR/Proj_cofinal_2010_2040Web.xlsx).

**Figure 5: 2021 Population, People 65 Years and Over by 2020 Block Group**



independently regardless of age, income, and ability – has become not only an expected consideration but a norm. The aging population of Dane County and the Metro service area will require that transit, paratransit, and specialized transportation services are carefully planned and coordinated to provide transportation options for residents who experience increasing mobility limitations.

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.

Figure 5 shows the percent of total population that was 65 years and older in 2021; areas with over 30% of their population in this age group include areas in east,

west, and southwest Madison; portions of the cities of Sun Prairie and Stoughton; and the Towns of Dunn and Westport.

### People with Disabilities

The American Community Survey (ACS) collects data about six types of disability: hearing difficulty, vision difficulty, cognitive difficulty, ambulatory difficulty, self-care difficulty, and independent living difficulty (for ages 18 and over only). It is worth noting that the ACS definition of “disability status” describes disability as “a dynamic concept that changes over time as one’s health improves or declines, as technology advances, and as social structures adapt. As such, disability is a continuum in which the degree of difficulty may also increase or decrease. Because disability exists along a continuum, various cut-offs are used to allow for a simpler understanding of the concept, the most com-

mon of which is the dichotomous 'With a disability'/'no disability' categorization."<sup>8</sup> Dynamics notwithstanding,

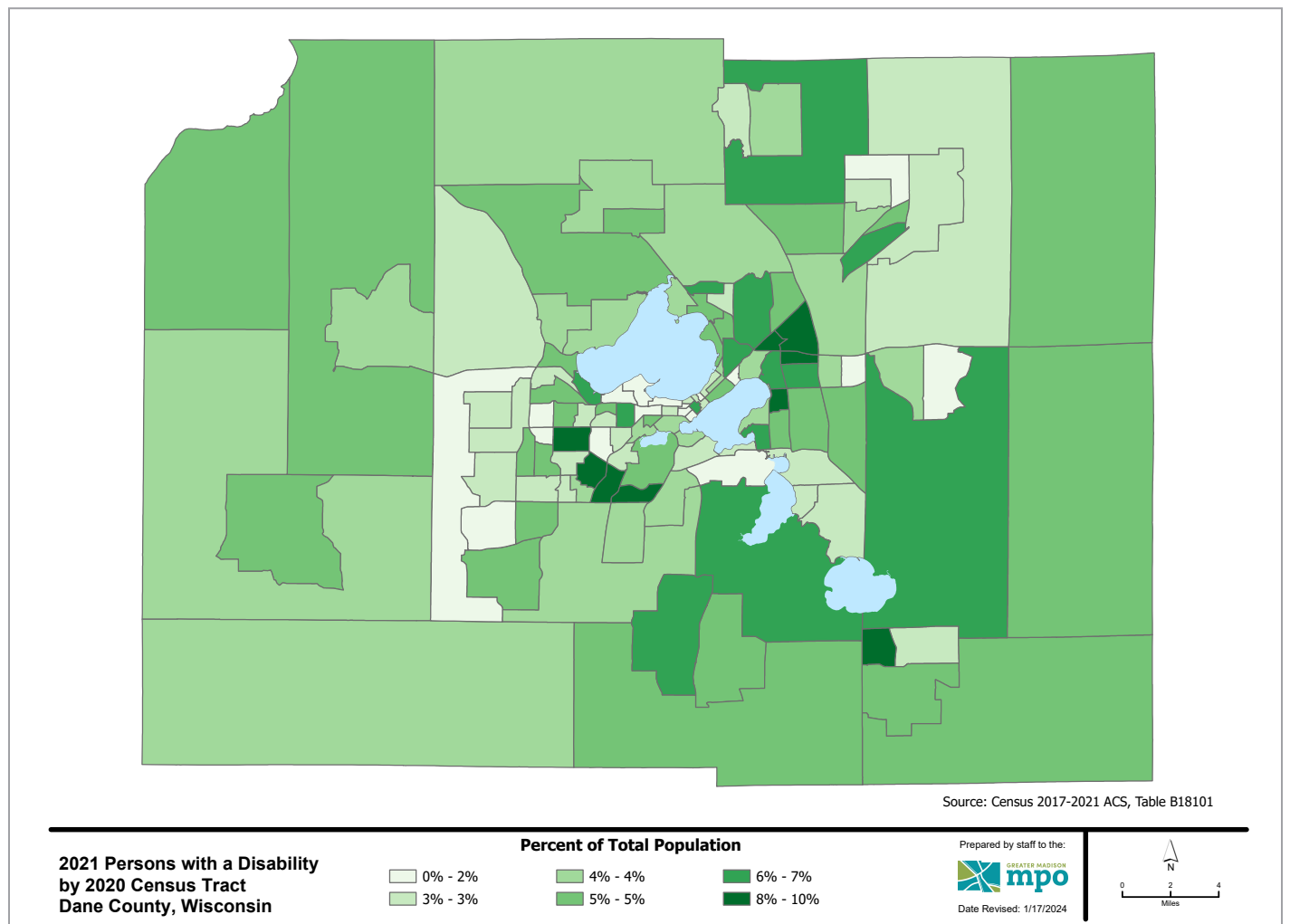
the ACS estimates that 8.6% of Dane County's population experiences a disability.

**Table 2: Dane County Population Disability Characteristics. 2022-Five Year ACS Table S1810.**

	Estimate	Percentage
Total population	555,855	100%
Total population with a disability	47,633	8.6%
<b>With a hearing difficulty</b>	12,368	2.2%
Population under 18 years	549	0.5%
Population 18 to 64 years	3,958	1.1%
Population 65 years and over	7,861	9.9%
<b>With a vision difficulty</b>	6,778	1.2%
Population under 18 years	657	0.6%
Population 18 to 64 years	3,048	0.8%
Population 65 years and over	3,073	3.9%
<b>With a cognitive difficulty</b>	20,427	3.9%

<sup>8</sup> [https://www2.census.gov/programs-surveys/acs/tech\\_docs/subject\\_definitions/2021\\_ACSSubjectDefinitions.pdf](https://www2.census.gov/programs-surveys/acs/tech_docs/subject_definitions/2021_ACSSubjectDefinitions.pdf).

**Figure 6: 2021 Persons with a Disability by 2020 Census Tract**



	Estimate	Percentage
Population under 18 years	3,332	4.1%
Population 18 to 64 years	12,947	3.6%
Population 65 years and over	4,148	5.2%
<b>With an ambulatory difficulty</b>	18,912	3.6%
Population under 18 years	328	0.4%
Population 18 to 64 years	7,523	2.1%
Population 65 years and over	11,061	13.9%
<b>With a self-care difficulty</b>	7,703	1.5%
Population under 18 years	803	1.0%
Population 18 to 64 years	3,259	0.9%
Population 65 years and over	3,641	4.6%
<b>With an independent living difficulty</b>	15,611	3.5%
Population 18 to 64 years	8,571	2.4%
Population 65 years and over	7,040	8.8%

Unlike the demographic categories, disability data is only available from the ACS as the Census Tract level, not at the smaller (and more useful) Block Group level. Nevertheless, in denser areas with smaller Tract sizes, Figure 6 shows concentrations of people with disabilities in south and southwest Madison, between USH 151 and STH 30 in east Madison, in Stoughton, and in north Monona. Although 5–7% of residents of some other Tracts experience disabilities, the large size of these geographies makes it difficult to identify if and where people with disabilities might be concentrated in those areas.

### Family Care and IRIS Enrollment

Family Care and IRIS are both Medicaid programs that provide long-term care services and supports to frail elders<sup>9</sup> and people with disabilities in Wisconsin. As of November 2023, there were a total of 3,311 people enrolled in Family Care or Family Care Partnership in Dane County.<sup>10</sup> As these individuals are supposed to receive transportation resources through these managed care programs, they are not eligible for most of the transportation programs offered by Dane County.

<sup>9</sup>"Frail elder" means an individual who is 65 years of age or older and has a physical disability or irreversible dementia that restricts the individual's ability to perform normal daily tasks or that threatens the capacity of the individual to live independently.

<sup>10</sup> Monthly Snapshot as of November 1, 2023. <https://www.dhs.wisconsin.gov/publications/p02370-23nov.pdf>.

<sup>11</sup> 2022 5-year ACS, Table S1701.

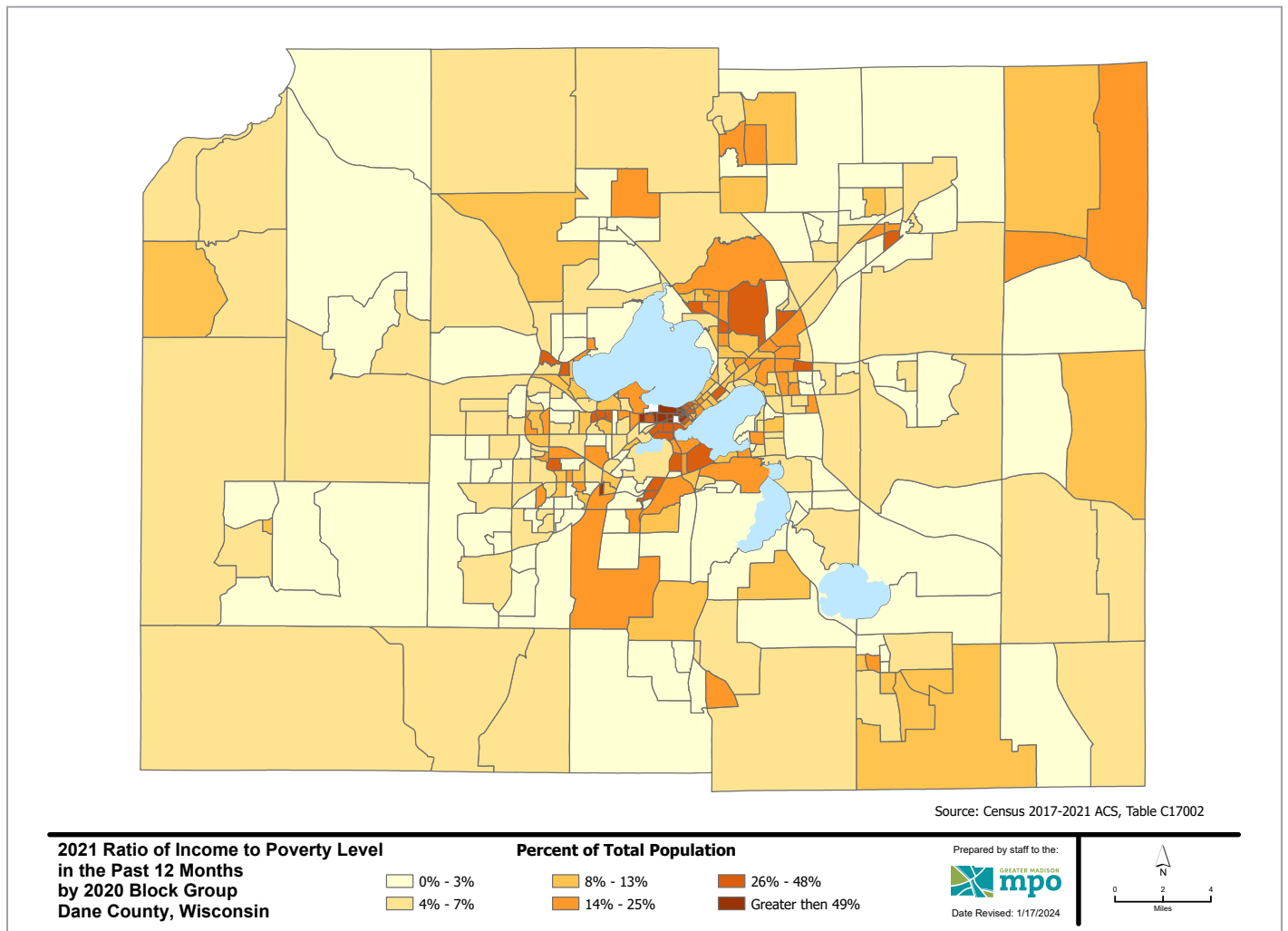
### Low-Income Individuals

Access to quality, affordable transportation is a major problem for low-income families and a barrier to sustainable employment. Approximately 59,000 people, or just over 10% of people in Dane County have incomes that place them below the federal poverty level.<sup>11</sup> The federal poverty level varies by family size; in 2022 it was \$27,750 per year for a family of four. As illustrated in Figure 7, people earning less than the poverty level are generally concentrated in the central and Isthmus area of Madison; however, it should be taken into consideration that many of these people are university students. Other concentrations of people earning less than the poverty level also exist in: North, South, and Southwest Madison; Middleton; Fitchburg; Stoughton; Sun Prairie; DeForest; Oregon; Waunakee; and northeast Dane County.

In recent years, and beginning with the Great Recession specifically, poverty has become much more common in suburban areas and has become less common in urban areas. Lower-income residents of suburban areas, where they may have settled due to lower housing costs compared to more urbanized areas with better access to services, typically experience less access to public



**Figure 7: 2021 Ratio of Income to Poverty Level in the Past 12 Months by 2020 Block Group**



transit – especially high-frequency service and service connecting them to jobs and services. In *The changing geography of US poverty*,<sup>12</sup> “limited transportation options and fewer jobs nearby” are cited as primary challenges faced by low-income families in suburban areas. This holds true in the Madison area, where concentrations of lower-income residents exist primarily in peripheral areas,<sup>13</sup> especially in north, far east, south-east, south, and southwest Madison, Fitchburg, and northeast Middleton.

From the perspective of transportation access, this trend is a challenge in that serving low-income suburbs with fixed-route transit may require a disproportionately high number of service hours to provide a relatively low number of rides; however, for those riders this service may be the difference between holding any job

or no job at all. It is also an opportunity to grow ridership, as lower-income suburbs will likely support higher ridership than would be achieved by serving higher-income suburbs developed at similar densities.

### Employment Centers and Major Employers

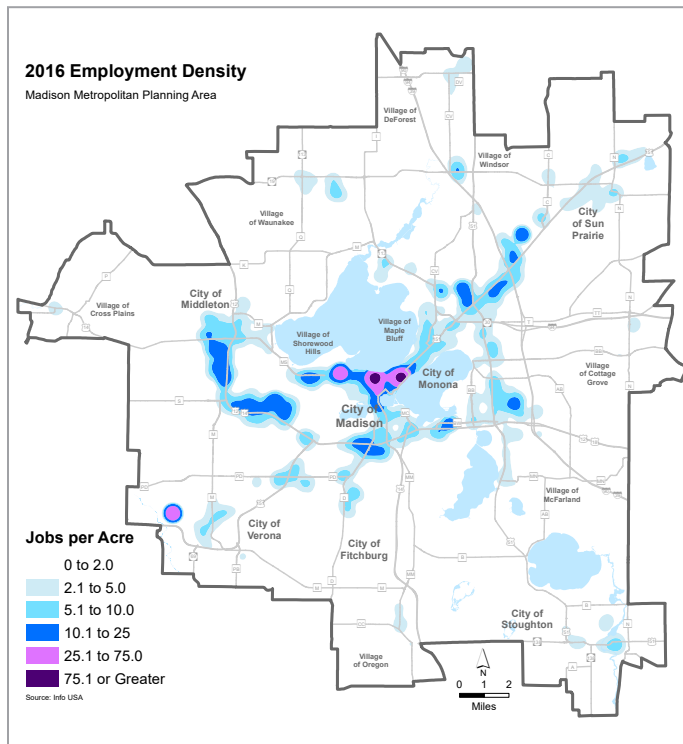
Keeping track of key destinations and primary employment centers is vital to planning and coordinating transportation services for seniors, people with disabilities, and people with low incomes. Figure 8 shows the location of Dane County grocery stores, super stores, and supermarkets participating in the Supplemental Nutrition Assistance Program (SNAP). While the majority of these SNAP retailers are served by transit, those in communities without transit service are often located on the periphery of communities, such as the store in

<sup>12</sup> Elizabeth Kneebone, 2017 <https://www.brookings.edu/articles/the-changing-geography-of-us-poverty/>.

<sup>13</sup> Notwithstanding student populations in and near the UW-Madison campus.



**Figure 9: 2016 Employment Density, Madison Metropolitan planning Area**



Government and university workers account for a large share of the employment in the downtown and UW campus area. Many lower-wage jobs are located in the employment centers in peripheral Madison and in suburban communities like Sun Prairie, Waunakee, DeForest, and Verona that have limited or no public transportation options. These include retail work, production work, food preparation, and some jobs in the health care field such as nursing aides and attendants. Some employment areas, such as Verona and south and east Fitchburg have limited peak period commuter service designed only to support first shift commuting, while many lower-wage jobs do not fit within that schedule.

# Chapter 3: Public Transportation Services in Dane County

The City of Madison (Metro Transit), other local units of government, Dane County, and private transportation providers have developed a range of public transit and specialized transportation services to meet the needs of both the public and specific population groups that have special needs and/or are unable to drive.

Dane County is served by several public transit systems that are open to the public, as well as specialized transportation systems that are designed to meet the needs of seniors, low-income people, veterans, and people with disabilities. A detailed directory of these services can be found in Appendix D.

## Public Transit Providers in Dane County

### Metro Transit Fixed-Route

Metro Transit (Metro) is the primary transit provider in the Madison urban area. Metro is a City of Madison utility and operates within the oversight of the Mayor, the Common Council, and the Transportation Commission. The Transportation Commission is responsible for setting service standards, transit fares, route and schedule changes, and paratransit for people with disabilities. Other municipalities and entities like the University of Wisconsin Madison (UW) and the Madison Metropolitan School District (MMSD) contract with Metro for service.

Metro Transit provides regularly scheduled fixed-route transit service within the cities of Madison, Middleton, Fitchburg, and Sun Prairie as well as the UW campus. In addition, commuter service is extended to the City of Verona and paratransit service is provided in the Village of Shorewood Hills. The City of Monona has contracted with Metro to begin service in March 2025, at which time Monona Express and Monona Lift will be discontinued.

Metro has historically provided supplemental service to middle- and high school students through a contract with the Madison Metropolitan School District (MMSD). The supplemental school service is provided where overloading of buses on regular routes would otherwise

occur. While these routes are primarily used by students, they are open to the public, published on Metro's website, and are available via trip planning apps.

In 2019, prior to the COVID-19 pandemic, Metro Transit's supplemental school service provided a total of 986,380 rides. Metro Transit's ridership on Metro's supplemental school service is still recovering from the pandemic, with 611,078 rides in 2022. Some school supplemental trips are combined with extra bus trips to maximize the utility of each bus in operation and to reduce deadhead and other non-productive time. In 2023, Metro ended its operation of supplemental school service to middle schools within the MMSD and are currently only operating supplemental school service to high schools.

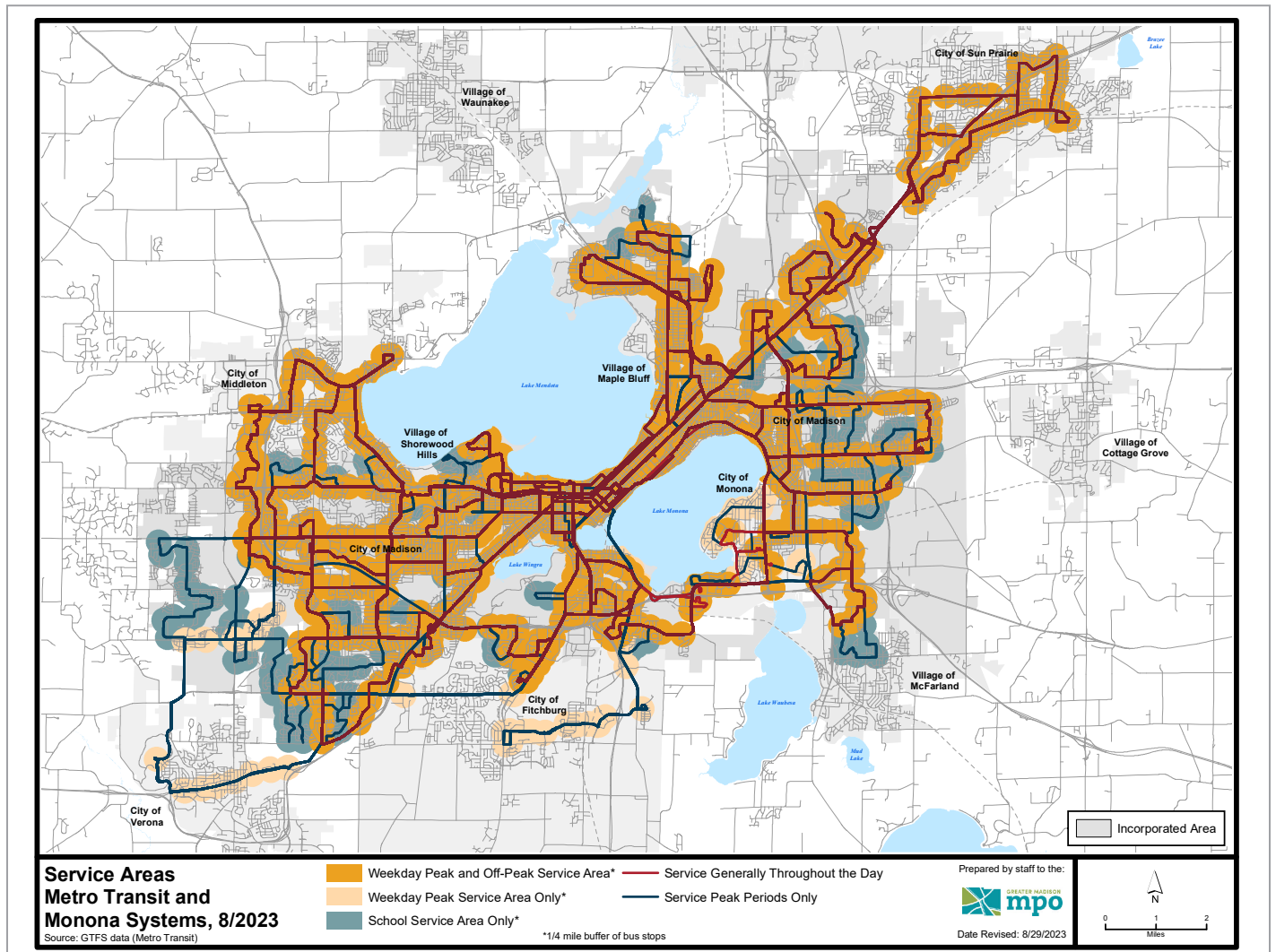
As of December 2023, Metro had an active fixed route fleet of 192 standard-length 40-foot buses, with 62 electric 60-foot articulated buses scheduled for delivery in 2024. All buses are wheelchair accessible, equipped with low-floors and ramps. Approximately 149 buses are needed in peak service currently; however, the introduction of electric buses will increase the peak service need to 160 buses.

Metro's hours of operation are generally from about 6 am to midnight seven days a week, although service frequency is reduced on weekends and evenings.

Base fares are \$2.00, youth fares are \$1.25, disabled/senior citizen (65+) fares are \$1.00, children under 5 are free with a paid chaperone, 1-day passes are \$5. 31-day passes as well as 10-ride cards are also available. UW campus circulator routes (80, 81, 82, 84) do not charge fares and many institutions offer unlimited ride passes to students and employees.

Metro's fixed-route service area (within ¼ mile of a transit stop) is 62.8 square miles, encompassing a population of 263,082 – 58% of the (proposed) 2023 Madison Urban Area population and 47% of Dane County's population. Figure 10 illustrates Metro's service area, including the additional service area provided by Monona Transit and Stoughton Shared-Ride Taxi. Significant population areas in the Madison Urbanized Area that

**Figure 10: Transit Service Areas**



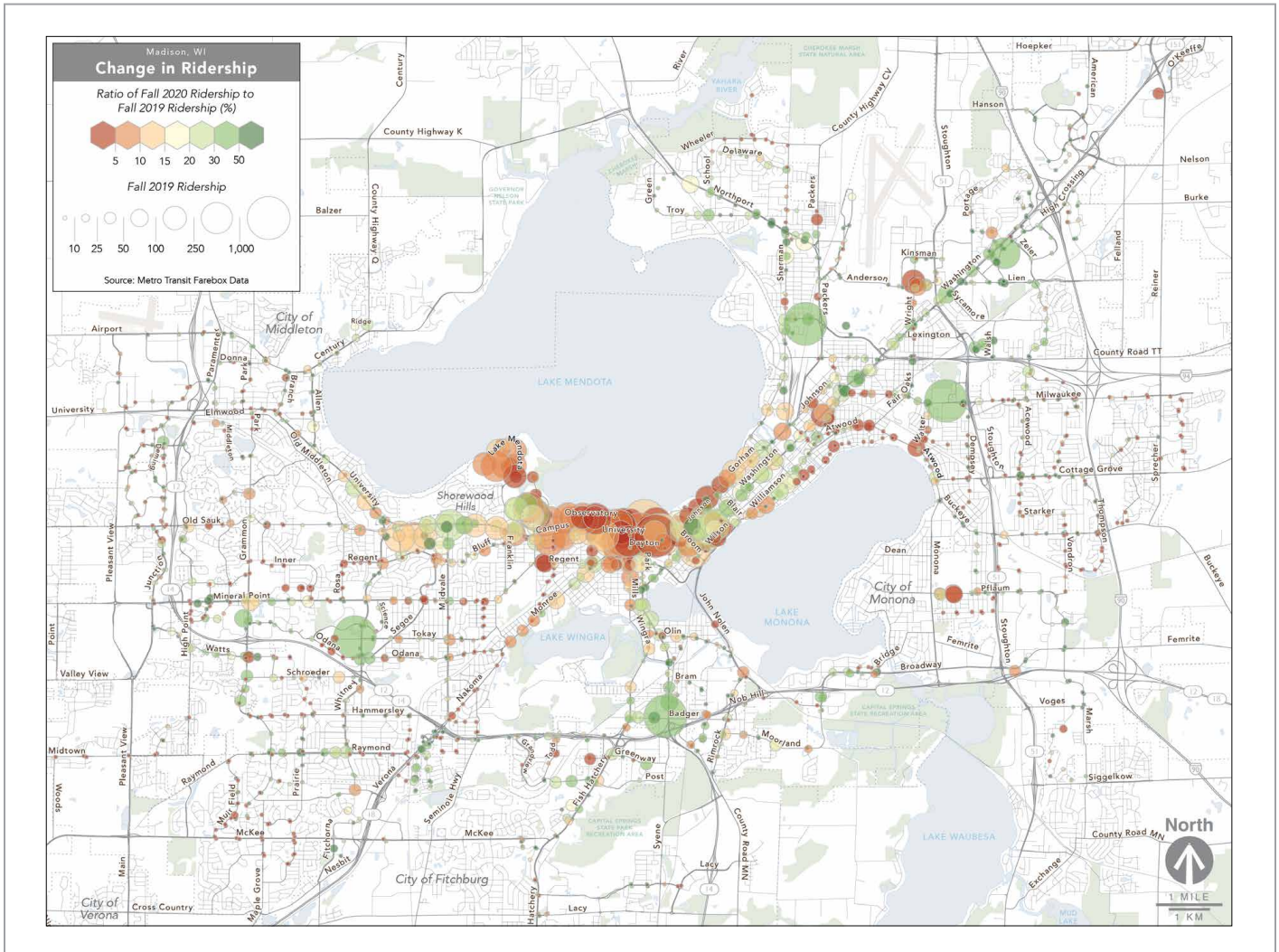
are currently unserved by all-day transit service include far southwest Madison and Verona, south and east Fitchburg, McFarland, Cottage Grove, DeForest, Waunakee, and Windsor. Expanding Metro’s service is currently limited primarily by the lack of a regional funding mechanism, and the requirement for any community served by Metro to do so under contract and to provide financial compensation for that service. Metro ridership peaked in 2014 with 15,224,000 total passengers served during 403,600 service hours, but by 2017, ridership had fallen to 12,817,000 passengers during 404,400 service hours. Between 2011 and 2017, ridership fell 14% while service hours increased by 5%. The two-year period from 2015 to 2017 saw ridership decline by nearly 16% while service hours held steady with an increase of 0.1%. In 2018, ridership grew to 13,231,000, a 3.2% increase over 2017 ridership.

Transit ridership declined by nearly 64% in 2020 due to the COVID-19 pandemic, but notably, ridership declined much less in areas with transit-dependent populations than in areas with choice riders. Figure 11<sup>17</sup> shows how ridership changed from Fall 2019 to Fall 2020. Each dot represents one bus stop. The larger the dot, the more people used this bus stop in Fall 2019. Red and orange dots are stops where ridership fell the most from 2019 to 2020. Green dots are stops where ridership fell the least. Beyond the four Transfer Points and the East Towne Mall, other green dots are clustered in neighborhoods with concentrations of low-income and minority populations, including North Madison, N. Thompson Drive, Broadway, South Park Street, Allied Drive, McKenna Boulevard, Raymond Road, areas near the UW and VA hospitals, and the central isthmus. Metro’s 2023 ridership was 72.6% of 2019 pre-pandemic ridership,

<sup>17</sup> Figure 12 of the Metro Network Redesign Choices Report, <https://www.cityofmadison.com/metro/documents/network-redesign/ExistingConditionsChoicesReport-20210311.pdf>.



**Figure 11: Change in Ridership, Fall 2019 to Fall 2020**



with 9.4 million boardings. October 2023 was the first month that Metro achieved pre-pandemic ridership, with nearly 1,076,000 boardings.<sup>18</sup>

### Metro Paratransit

Metro operates paratransit service on a demand-responsive, advance-reservation basis for people who are unable to use Metro’s regular fixed-route service, as required by the Americans with Disabilities Act (ADA) of 1990. Subscription service is available to those who make regularly scheduled trips and need a standing arrangement for transportation. For all other trips, users can book their ride up to 7 days in advance but must request their ride no later than by 4:30 pm the day before. Service is provided curb-to-curb, or door-to-

door upon request. Excessive no-shows can result in the suspension of service for the passenger.<sup>19</sup>

Paratransit users must apply to Metro and be certified as eligible to receive the service in accordance with ADA guidelines and its implementation regulations. Metro uses in-person assessments to determine eligibility for its paratransit service. All assessments are conducted by a trained Paratransit professional. The assessment consists of a physical, and/or cognitive, and/or sensory evaluation of the applicant’s functional abilities, which include but are not limited to: gait and balance, step climbing ability, bus route and landmark identification, short term memory, and attention span. In-person assessments also aid in assisting riders with travel training and route orientation. Metro paratransit service is provided within three-quarters of a mile of

<sup>18</sup> <https://www.cityofmadison.com/news/2023-11-30/metro-ridership-surges-past-1-million-rides-for-october>.

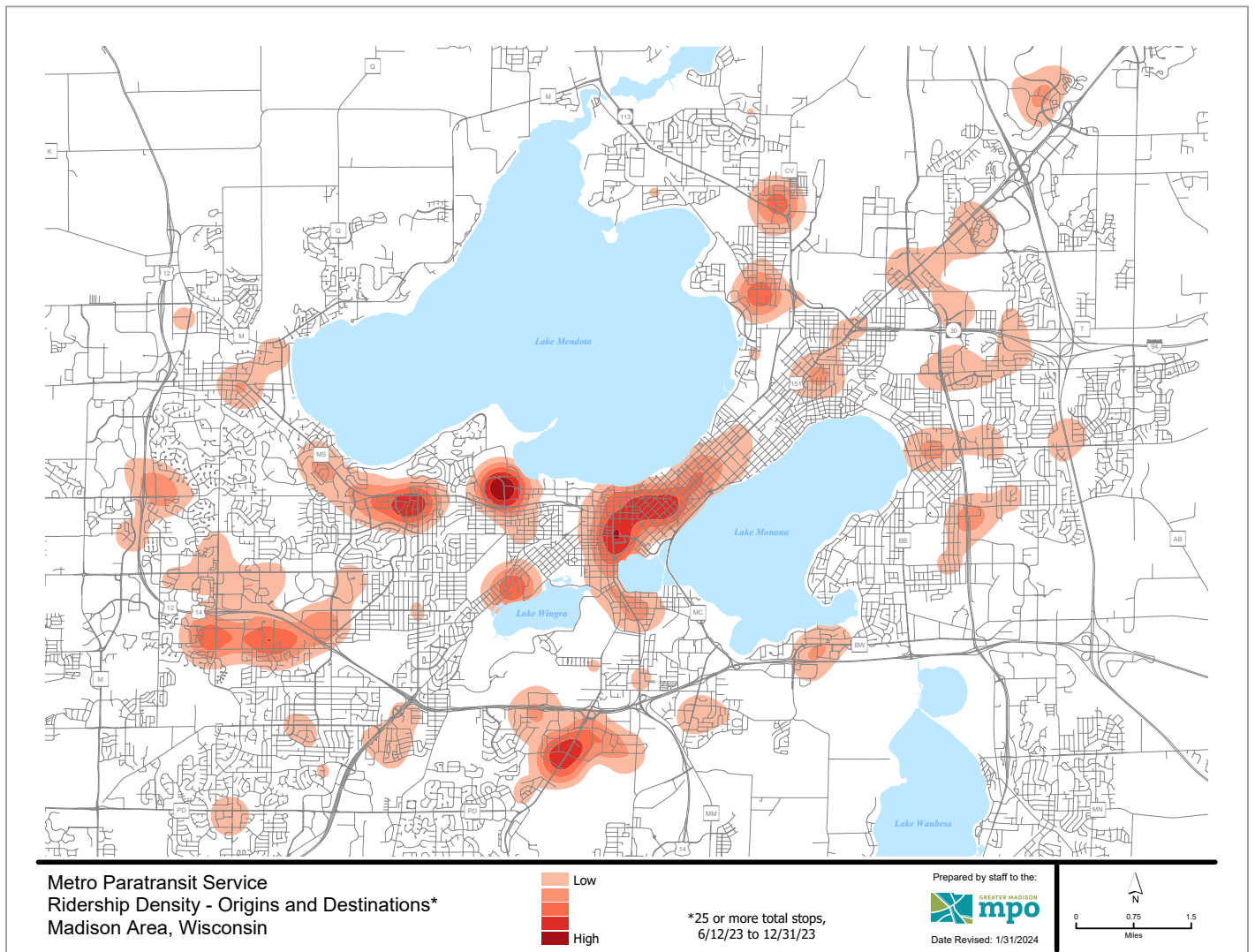
<sup>19</sup> Metro Paratransit No-Show Policy: <https://www.cityofmadison.com/metro/paratransit/paratransit-no-show-policy>.

regular fixed-route service, excluding peak-only commuter routes, and it is provided only during the same hours that the regular fixed-routes operate. However, service is limited to the area within the boundaries of the communities that contract with Metro for service, with the exception of the Village of Shorewood Hills where Metro has a contract to provide paratransit service. Figure 12 shows Metro’s current weekday paratransit service area.

Paratransit cash fares are \$3.25. A rider’s personal care attendant can accompany them at no cost. Transit agencies are permitted to charge agency fares to human service organizations (agencies) purchasing transit services on behalf of their clients. The agency fare is established from the previous year’s audited cost per ride and adjusted to reflect the current year’s

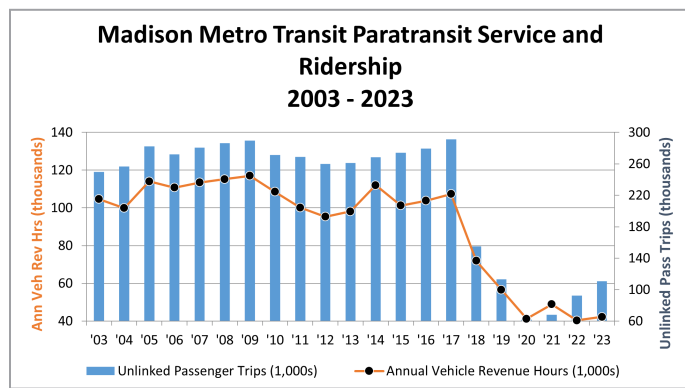
variables in service expenses. Metro’s 2023 agency fare was \$34.25. Paratransit service is provided by contracted service providers, including Abby Vans, Badger Bus, and Transit Solutions. Metro ceased directly operating paratransit service in August of 2018. Paratransit service operates from 5:30 am to midnight, seven days a week. Hours may vary on major holidays (Christmas Eve and New Years Eve). Figure 13 shows frequent paratransit trip destinations, including central Madison and the UW campus, major hospitals, shopping and employment centers like East Towne and West Towne Malls, and others. Although Sun Prairie had paratransit service available during the period shown, no destinations in Sun Prairie met the threshold of 25 or more trips between June 12 and December 31, 2023.

**Figure 12: Metro Paratransit Service Ridership Density – Origins and Destinations with 25 or more total trips June 12 to December 31 2023**



As seen in Figure 13, from 2013–2017 Metro saw steady annual increases in paratransit ridership. In May of 2018 Family Care was fully implemented in Dane County, which resulted in a 47% decrease of ridership from 2017’s 291,000 trips as rides were shifted away from the Metro Paratransit system. Ridership continued to decline in 2019, the first year of full Family Care, with 113,000 trips made. In 2020 ridership plummeted to only 41,000 trips due to the onset of the COVID-19 pandemic, rising only slightly to 68,000 trips. Ridership continued to increase in 2022, and by 2023 had reached the pre-pandemic, post-Family Care “new normal” of 111,000 trips.

**Figure 13: Total annual Metro paratransit ridership**



## Monona Transit

Since 1988 the City of Monona has contracted for its own transit service. The city provides a peak-only commuter service called Monona Express and a point deviated weekday mid-day only route called Monona Lift. The City of Monona currently contracts with First Transit for both services. The cash fare for both services is \$3.00 for adults and \$1.50 for seniors, people with disabilities, and students. Discounted fare options are available for regular riders. Transfers are accepted from Metro Transit with an additional fare of \$0.50, but Metro does not accept transfers from Monona Transit.

Monona Express operates in a one-way loop around Lake Monona (counterclockwise in the morning, clockwise in the afternoon) with four morning and four afternoon trips.<sup>20</sup> It is a fixed route serving residential areas in Monona and employment areas in Madison: the Capitol Square, UW campus, UW Hospital, the Meriter and St Mary’s hospital area, and others. Riders are allowed to travel within Monona and between Monona and Madison, but not within Madison. Annual ridership

for Monona Express was 12,700 in 2019, but dropped to about 3,850 in 2020 and 2021, and had only rebounded to 7,000 in 2023.

Monona Lift is designed to meet the needs of seniors and people with disabilities, but it is also available to the public. The route operates in four one-way clockwise loops through Madison similar to Monona Express’s afternoon service and two loops within Monona. The service operates as a point deviation system with scheduled stops along the route. Senior riders and people with disabilities may prearrange to be picked up and/or dropped within ½ mile of the route. Annual ridership for Monona Lift was 5,900 in 2019 and dropped to 4,200 in 2020, a testament that the service is providing critical transportation for transit-dependent populations. Although ridership returned to pre-pandemic levels in 2022 with 5,800 rides provided, 2023 ridership declined to 4,400.

The City of Monona has contracted with Metro for fixed route bus service beginning in March of 2025. At that time, Monona Express and Monona Lift service will be terminated.

## Stoughton Public Transit

The City of Stoughton contracts with Running Inc. to provide subsidized shared-ride taxi service with a fleet of 4 vehicles. Hours of service are 6:00 a.m. to 6:00 p.m. Monday through Thursday, 6:00 a.m. to 7:00 p.m. on Friday and Saturday, and 9:00 a.m. to 2:00 p.m. on Sundays. Service is provided within Stoughton city limits and up to 3-miles outside of city limits, as long as either the origin or destination is within city limits. The one-way fare is a fixed rate within city limits of \$5.00 for adults and students, and \$4.00 for seniors and people with disabilities. Beyond city limits, an extra fee of \$1.00 per mile is charged. The service is wheelchair accessible. Approximately 30,000 one-way trips were provided each year in 2017–2019, with just under 18,000 trips provided in 2020. In 2022, just over 22,000 trips were provided.

## Public Transit in Neighboring Counties

Limited fixed-route bus services and several shared-ride taxi and specialized transportation systems operate in small communities surrounding Dane County. Each county has an Aging and Disability Resource

<sup>20</sup> Due to a driver shortage, the first morning loop is discontinued indefinitely.



Center (ADRC) which provides transportation services to eligible participants.

In Rock County, Janesville Transit System (JTS) and Beloit Transit (BT) provide fixed-route bus and paratransit service in those communities, as well as the Beloit/Janesville Express between the two communities. In addition, the Innovation Express route (by JTS) provides several daily trips between Janesville, Milton, and Whitewater. Connections to Madison can be made on Van Galder Bus with a transfer in Janesville.

In Sauk County, Prairie du Sac, Sauk City, Bluffview, Merrimac, Plain, Spring Green, Baraboo, Reedsburg, Lake Delton, North Freedom, and Rock Springs are served by The Bus, a fixed-route weekday-only transit system with two routes. Additionally, the Sauk Prairie Transit System provides shared-ride taxi services operated by Brown Cab, and Baraboo provides shared-ride taxi services operated by Abby Vans.

Other communities in surrounding counties with shared-ride taxi services include Beaver Dam, Edgerton, Fort Atkinson, Jefferson, Lake Mills, Monroe, Portage, and Whitewater. All these services are provided under contract by Brown Cab or Running Inc.

## Specialized Transportation Services in Dane County

The Adult Community Services Division of the Dane County Department of Human Services (DCDHS) administers transportation resources and services that enable seniors, persons with disabilities, veterans, workers, refugees, low-income families, and others to access their communities and needed services. A selection of diversified transportation programs help Dane County residents get to where they need to go. DCDHS contracts with private providers for these services. Dane County Transportation Services is overseen by the Dane County Specialized Transportation Commission (DCSTC). Metro Transit and Dane County coordinate and transfer funding as some of their services overlap. Dane County shares the State of Wisconsin Section 85.21 funds it receives with Metro Transit to support its paratransit service. Metro Transit, in turn, shares its State of Wisconsin Section 85.20 funds with Dane County to support Group Access Service (GAS) and Retired Senior and Volunteer Driver Program (RSVP) since those programs relieve pressure on paratransit needs. The

different programs that DCDHS administers and supports are described below.

### Transportation Call Center

Dane County operates a One-Stop Shop Transportation Call Center staffed by a Mobility Manager. The Call Center coordinates and provides detailed transportation options, referrals to programs or providers, eligibility determination, ride authorizations and other services to Dane County residents. Information about all available transportation resources is provided. The Call Center helps riders easily connect with the correct transportation services. The Dane County Call Center is the only Transportation Resource Center in the region. In 2023 the Call Center handled 10,709 calls and authorized 45,489 rides.

### Travel Training

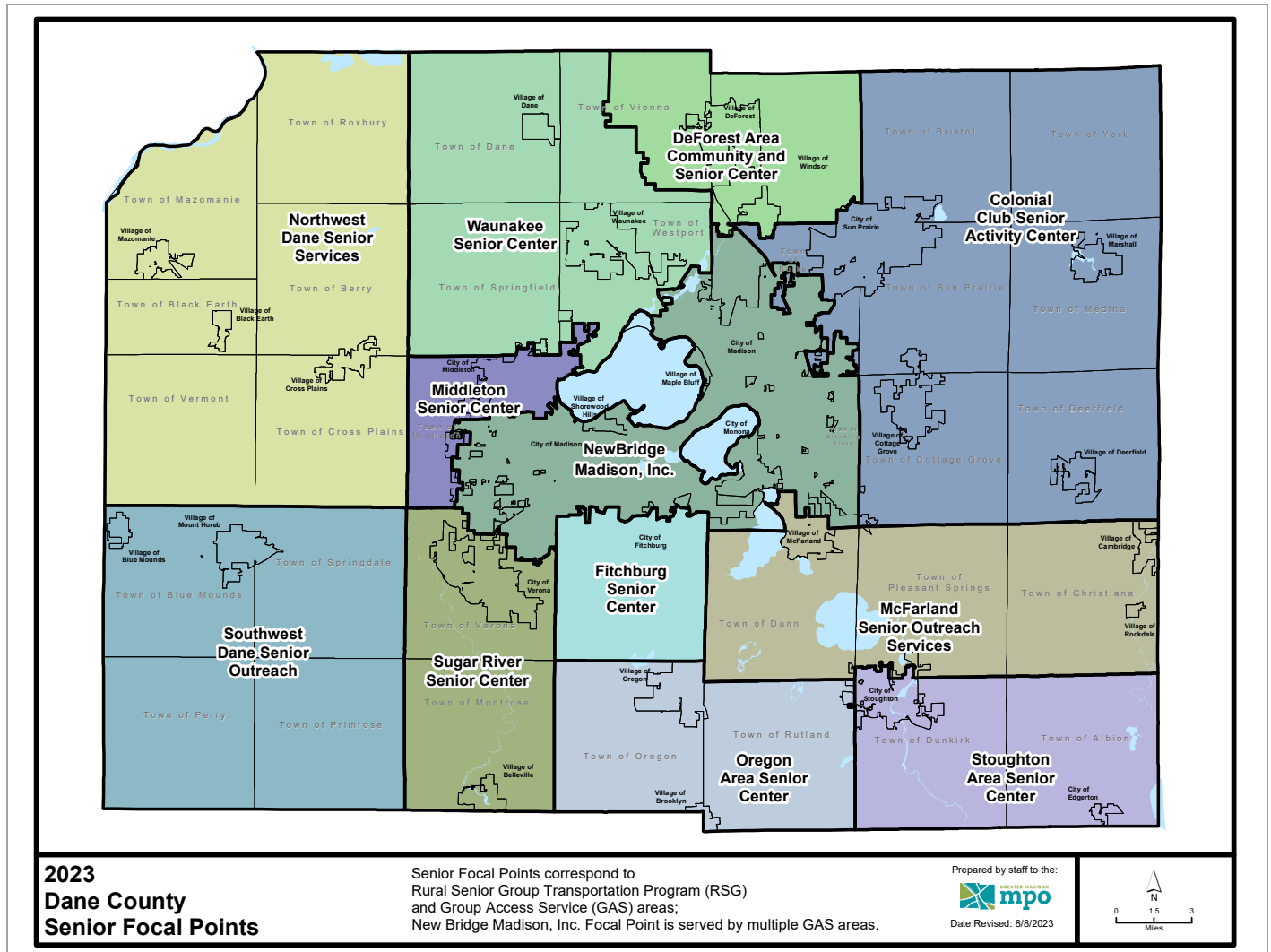
Persons unfamiliar with Metro Transit routes, shared-ride taxi transit programs, or county-funded group ride programs are assigned a Volunteer Bus Buddy for route familiarization and other support while learning to use these services. The Bus Buddy program offers trip excursions where groups of seniors and persons with disabilities receive fixed bus route training while participating in a fun community outing. Paratransit-eligible riders who receive travel training and switch to fixed route use has shown to achieve substantial cost savings for Metro Transit and increased mobility for the individuals.

### Group Access Service (GAS)

Group Access Service provides regularly scheduled weekday group trips for seniors (defined as age 60 and older) and for people with disabilities living in their own home or apartment within the Madison and Monona areas. Service is provided within the NewBridge Senior Focal Point area (see Figure 14). Trips do not generally cross coalition area boundaries.

Within each coalition area, rides are provided each weekday to and from adult day services in the early morning and late afternoon and to/from nutrition sites during the midday. Shopping trips are scheduled in the mid-morning and mid-afternoon. Currently, each area is provided with two grocery store trips, two pharmacy/discount store/public library trips, and one shopping mall trip per week. Door-to-door service is provided as well as assistance with packages. Accessible vehicles

**Figure 14: Dane County Senior Focal Points: Group Access Services (GAS) and Rural Senior Group Trips (RSG) Service Areas**



are used. The current cash fare for GAS service is per one-way trip, with distinct fares set by trip purpose: \$0.50 for nutrition (grocery store or food pantry) trips, \$1.00 for in-town shopping trips, and \$1.50 for out-of-town shopping trips. No one is denied service due to inability to pay.

The Disability and Aging Services Division of DCHS manages the service, and contracts with a private provider on a per-hour basis. The current provider is Transit Solutions. Funding for GAS is provided by Madison Metro using pass-through State Urban Mass Transit Operating Assistance Program (Section 85.20) funding for service provided within Metro’s service area. In addition, Dane County uses county levy and highway department funds to pay for the service. In 2022, the program provided about 8,530 one-way trips.

### Rural Senior Group Trips (RSG)

The Rural Senior Group Trips program provides routed group transportation service to rural adults aged 60 and over and to people with disabilities who reside outside the area where GAS operates. Rural Senior Group Trips service is generally modeled after the Madison area’s GAS service, but it is organized differently in each of ten geographic areas based upon a local determination of needs. Geographic service areas of the county are: Northwest Dane Senior Services, Waunakee Senior Center, DeForest Area Community and Senior Center, Colonial Club Senior Activity Center, Middleton Senior Center, McFarland Senior Outreach Services, Stoughton Area Senior Center, Oregon Area Senior Center, Fitchburg Senior Center, Sugar River Senior Center, and Southwest Dane Senior Outreach (see Figure 14). Dane County contracts for service through a competitive bid process for all areas except the North-



east area, where service is directly provided by the Colonial Club for the seniors and people with disabilities.

Trip days and times are arranged by area senior centers or senior service organizations, which work with DCHS staff and are responsible for receiving passenger reservations and cancellations. The senior center or organization then notifies the contracted provider of the passengers' schedules and requests for accessible vehicles. Door-to-door service with driver assistance is provided.

Rides are provided to nutrition sites, to senior center activities, and for shopping and selected social activities. The social and recreational trips are organized by the local senior center or organization and are not paid for with County funds. Medical trips are not provided. The fares are: \$0.50 per one-way trip for nutrition trips, \$1.00 for in-town shopping trips, and \$1.50 for out-of-town shopping trips.

In 2022, the program provided about 24,090 one-way trips. The program is funded through state Specialized Transportation Assistance Program for Counties (Section 85.21) funding and county levy funds. Passenger fare revenues cover the remaining costs.

### **The Retired Senior Volunteer Driver Escort Program (RSVP) and Veterans Helping Veterans Program (Vets Helping Vets)**

Both the Retired Senior Volunteer Driver Escort Program and the Vets Helping Vets program rely on volunteer drivers in private automobiles to provide a transportation alternative for riders.

RSVP serves people aged 60 and over and people with disabilities who do not use a wheelchair. RSVP provides door-to-door individual, and in some cases, small group rides when other options are not available. RSVP drivers also deliver meals to people who are unable to leave their home. The RSVP service has become an integral part of the transportation services provided to the elderly within Dane County. In the Madison area, seniors who are not eligible for Metro paratransit service especially benefit from the program. Vets Helping Vets provides rides to veterans of all ages and their family members with a service model which parallels that of RSVP.

Medical trips are prioritized for both programs, but other trip purposes such as nutrition and social services are also served. Service is generally available throughout Dane County and is largely dependent on the availability of volunteer drivers. Rides must be arranged prior to the day a ride is needed. Like many volunteer demand-response systems, this service relies on a three-day to one-week response time, but tries to accommodate individual short-notice calls depending on origin, destination, and driver availability.

The volunteer drivers are reimbursed at a rate of \$0.655 per mile (2023), and this rate is adjusted annually by the IRS. Dane County funds the program, using federal funds (Older Americans Act) state Section 85.20 operating assistance passed through from Madison Metro, state Section 85.21 funding, and additional local county levy funds. As a condition of federal funding through the Older Americans Act, donations are sought to offset the cost of service, but rides are not refused because of an individual's inability to pay. In 2018, the combined RSVP and Vets Helping Vets programs provided about 105,000 one-way trips. Although use of these services declined during the pandemic, the programs pivoted to delivering groceries and meals instead of providing rides, and over 90,000 rides/deliveries were provided in 2020. By 2022, ridership had rebounded to record-high levels, with over 118,700 rides provided.

### **Other Transportation Services**

DCHS administers several other transportation services to meet the various needs of persons who have low incomes, are elderly, and/or experience disabilities. These programs include:

- **Older Adult Transportation Assistance Program:** Serves adults aged 60 and over and persons with disabilities who live in their own homes or apartments and who are not enrolled in particular long-term care programs; individuals who receive Medical Assistance rides through Common Carrier Medical Assistance Transportation are not eligible for medical rides through this program.
- **Rideline Service** Scheduled, individual rides to work, job interviews, or training for persons who live in areas not served by public transit or with very limited public transit service; riders must live in their own homes or apartments, and those enrolled in particular long-term care programs are not eligible.

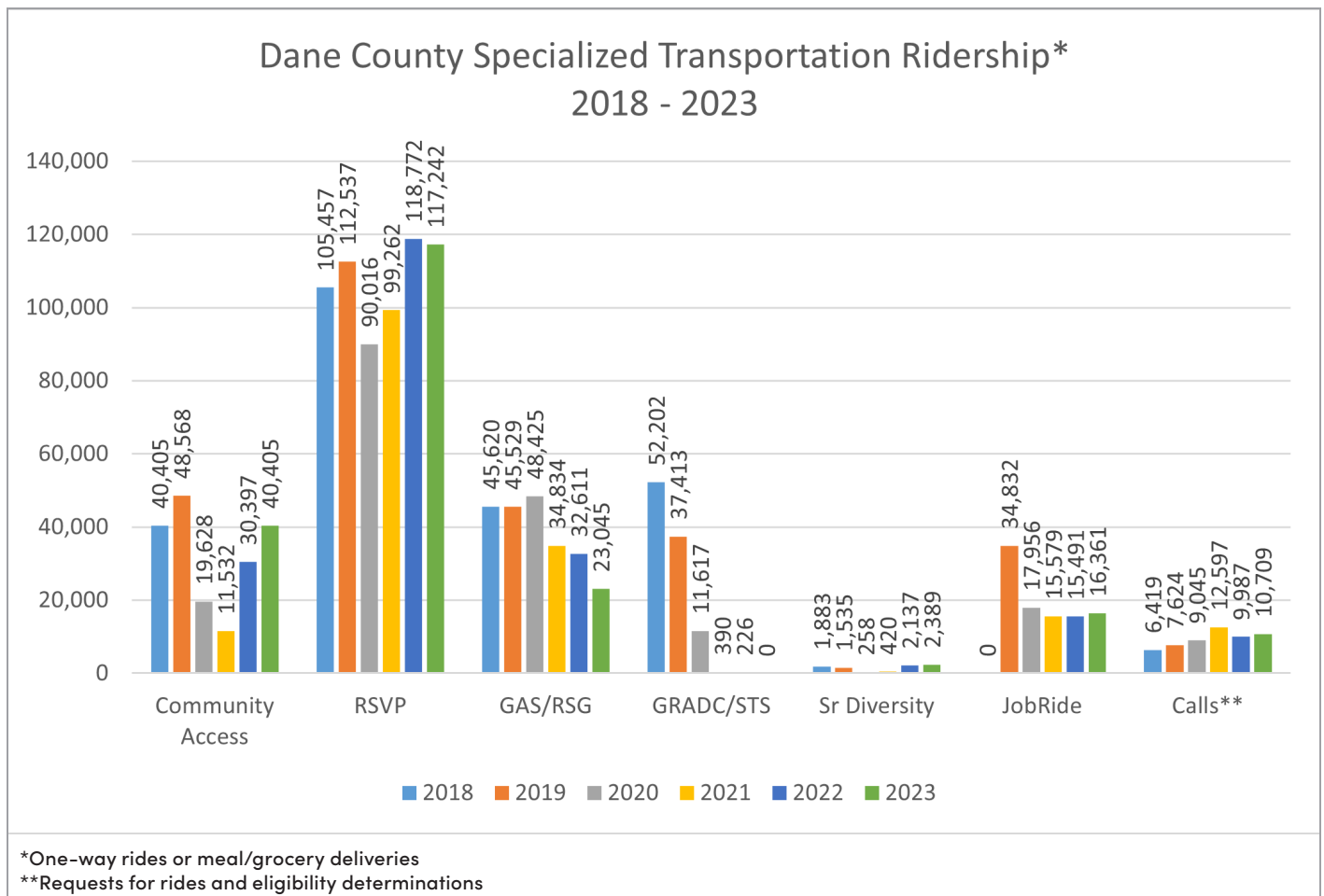
- **Employment Transportation Assistance** Low-income people receive bus passes for employment searches. ETA is a transit-based fare-assistance program. The service area is the Metro Transit service boundaries. The number of bus passes an individual can receive is limited.
- **Work-N-Wheels Program:** 0% interest car loans and family financial planning courses for low-income workers who reside in rural areas of Dane County. Recipients are required to ride-share where possible. This is a revolving loan fund. Loan applications are approved by DCDHS and Southwest Community Action Work-N-Wheels Program. Service area is rural Dane County.
- **DryHootch:** DryHootch provides transportation to needed appointments and services for Veterans. The group ride service schedules stops at the Veterans Service Office, VA Hospital, food pantries, and other destinations. The group ride service is door-to-door. Individual rides are provided as needed. The individualized ride service is door-through-door, and

passengers are assisted with curbs and up to three steps. Drivers will assist passengers in getting to the correct location within the clinic or hospital. Vehicles are accessible. The service area is all of Dane County. The drivers are also veterans.

In 2022, these programs combined provided approximately 30,400 one-way trips. The programs are funded through state Section 85.21 funding and county levy funds.

In addition to City of Madison and Dane County transportation services, additional transportation services exist through non-profit organizations and other program-specific transportation services. Most are targeted at specific low-income people, seniors, and people seeking medical treatment. Examples of other transportation service providers include the YWCA (YW Transit and JobRide) and the American Cancer Society (Road to Recovery), which are discussed further below.

**Figure 15: Dane County Specialized Transportation Ridership, 2018-2022**



[YW Transit/JobRide](#) are specialized transportation services provided by the YWCA. JobRide operates 24 hours per day and provides rides for low-income people to and from work where other transit options are not available. Although JobRide uses vans and attempts to organize group rides, many individual trips are made. JobRide is partially funded through the Wisconsin Department of Transportation's Wisconsin Employment Transportation Assistance Program (WETAP), which is supported by a combination of state (WisDOT and DWD) and federal Section 5307 and 5311 funds. In 2019, JobRide provided about 35,000 one-way trips. Historically, YWCA also offered sexual assault prevention rides between 8 p.m. and 1 a.m. This service was discontinued during the pandemic due to lack of use; with the diverted resources, YWCA is now offering Senior Rides for essential errands during the day. Senior Rides are available for free for anyone 55 or older, and are available from 8:30 a.m. to 4 p.m.

[Road to Recovery](#) is a specialized transportation service coordinated by the American Cancer Society, with volunteer drivers providing transportation to cancer-related medical appointments. Other eligibility requirements may apply, and ride requests must be made several days prior to appointment dates.

## Other Providers and Services

### Private Taxi and Transportation Network Company (TNC) Services

There are two private taxi service providers in the Madison area and Dane County. Union Cab and Madison Taxi primarily operate in the Madison area. Union Cab is the only taxi operator with wheelchair-accessible vehicles available. In addition to the private taxi service providers, private TNCs such as Uber, Lyft, and Carepool provide service within the county. Of these TNCs, only Carepool has wheelchair accessible vehicles available.

### Private Specialized Transportation

Several private specialized transportation providers operate within Dane County and may provide contracted services for area human services agencies. There is no statewide or local registration or licensing requirement for these providers, so they can only be identified through internet searches, the Yellow Pages, or by

taking note of vehicle livery and contact information on the road. These private providers include:

- Abby Vans
- Badger Bus Lines
- Brown Cab/Running Inc.
- Carepool
- Curtis Ambulance
- Fico Skye Transportation
- Home 2 Care Transportation
- Mad City Mobility
- MMM's Medical Taxi
- Near 4 U
- Quality Transit
- Ryan Brothers Ambulance
- Transit Solutions, Inc.
- We Care Transportation
- Carepoint Transit

### State-wide Non-Emergency Medical Transportation (NEMT)

The Wisconsin Department of Health Services provides non-emergency medical transportation to covered services for certain Wisconsin Medicaid and Badger-Care Plus members who have no other way to get a ride to a covered service. This service is a state-wide program. Presently, MTM, Inc. is the manager of these trips. NEMT is available 24 hours per day, every day of the year, but patients must schedule their rides at least two days in advance. Rides are provided by contracted companies with a combination of specialized medical vehicles (typically cutaway vans) as well as ambulances and public common carrier vehicles (buses, paratransit, and taxis).

### Non-Profit Organizations

There are many non-profit organizations within Dane County that provide transportation services, including community centers, residential care facilities, faith-based organizations, and vocational organizations. These services are typically limited to a specific client or member base, and several of these organizations have asked that their contact information not be published in this plan or related service directories. The Aging and Disability Resource Center (ADRC) of Dane County helps older adults and people with disabilities,

along with their families and caregivers connect with the resources, including referrals to the Dane County Transportation Call Center, services they need to live as safely and independently as possible. See Appendix D for more information about these services and providers.

### RoundTrip

The [RoundTrip](#) program, operated by the Greater Madison MPO, matches commuters with each other to form carpools and vanpools, or as “bike buddies”. The MPO’s Travel Demand Management (TDM) Program Manager also advises individuals who need to make trips by assisting them with transit planning or referring them to the Dane County Transportation Call Center or other services. Additionally, commuters signed up through RoundTrip are enrolled in the county-funded Emergency Ride Home (ERH) program, which will cover up to \$75 per ride for up to six taxi rides per year for commuters who are stranded for unforeseen reasons.

### Intercity Bus, Air, and Rail Services

Seven highway coach companies (Van Galder Bus (Coach USA), Badger Bus, Greyhound/FlixBus, Megabus, Lamers Bus Lines, and Jefferson Lines) provide intercity bus service to and from Madison. Van Galder provides twelve daily trips between Madison and Chicago (Union Station and O’Hare airport) with stops in Janesville, Beloit, and Rockford. Badger Bus provides five (Friday and Saturday) or six (all other days) daily trips between Madison and Milwaukee. Greyhound/FlixBus provides service between Chicago, Milwaukee, Madison, Eau Claire, and the Twin Cities. Megabus, with service in selected regions in the U.S., operates service within the state of Wisconsin as far north as Wausau and Green Bay, as far west as La Crosse, south to Janesville, and east to Milwaukee. Lamers Bus Lines operates daily service from Dubuque to Milwaukee with stops in Mount Horeb, Verona, and Madison. Jefferson Lines operates daily service between Milwaukee, Madison, La Crosse, and the Twin Cities. Limited additional seasonal intercity bus service is available, including direct service to Whitewater, on Fridays and Sundays when colleges and universities are in session.

Dane County Regional Airport (DCRA) serves several airlines and many destinations around the U.S., including Chicago, Minneapolis/St Paul, Denver, Atlanta, Dallas/Ft. Worth, New York, Los Angeles, and others.

Ground transportation to and from DCRA is provided by taxi and Metro Transit Route D2 operating every 30 minutes. While Madison currently has no passenger rail service, Amtrak provides thruway ticketing where passengers can purchase one ticket through Amtrak that includes a bus trip between Madison and Portage, Columbus, Milwaukee, or Chicago. Planning for potential passenger rail service between Madison and Milwaukee, and eventually connecting to Minneapolis/St. Paul, is currently underway.

# Chapter 4: Assessment of Transportation Gaps and Needs

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Through coordination with Dane County Human Services (DCDHS), Madison Metro, and area human services and transportation providers, the following list of transportation gaps and needs was compiled. Many of the identified gaps and needs have carried over from the previous coordinated plans; however, stakeholders also identified new and emerging needs. The gaps that were identified have been broadly classified into six categories: financial; coordination, education and outreach; service; vehicles; infrastructure; and technology.

## Financial Needs

### Funding for Service Providers

The lack of sufficient funding for public transportation is the root of many of the transportation gaps and needs experienced in Dane County and elsewhere around the United States. Less than 20% of federal transportation funds are allocated to public transit; to access those funds, operators must come up with at least 20% local match for capital expenses and as much as 50% local match for operation expenses. At the state level, in 2011 the Wisconsin Legislature reduced transit operating assistance by 10% and repealed regional transit authorities (RTAs), which would have allowed a local half-cent sales tax to fund mass transit. The state's County Elderly and Disabled Transportation Assistance program (85.21) provides counties with financial assistance to provide transportation services to seniors and individuals with disabilities. As the aging population continues to increase, maintaining or increasing the 85.21 funding levels will be vital to continue to meet the needs of the seniors and people with disabilities in Dane County.

### Affordability for Users

There are many DCDHS programs that provide affordable and accessible transportation options, as described in the previous chapter. Increased awareness of these programs can help extend the reach of these cost-effective transportation options to more eligible participants. Providing fare assistance for people to use existing public transit, specialized transit, taxi, or other services is an additional cost-effective way to provide transportation for low-income people. Fares for taxi

services – even publicly subsidized shared-ride services – can be particularly difficult for low-income people to afford. Additionally, providing paratransit-eligible clients who are also able to ride fixed-route buses with a free transit pass to encourage fixed-route use has shown potential to achieve substantial cost savings for Metro Transit and increased mobility for the individual. The costs of vehicle ownership, transit fares, or other transportation costs may limit access to jobs, medical care, and other services for low-income individuals. There is a need for financial assistance to low-income people to purchase or repair vehicles for employment transportation in areas or situations where public transit service, specialized transportation, and ride sharing are not practical – primarily in rural areas. Driver's license fees, insurance, and vehicle registration have also been identified as barriers for low-income people to access transportation.

## Coordination, Education and Outreach Needs

### Mobility Management

Navigating complex transportation programs and eligibility requirements can be a major barrier to accessing transportation services. Transportation services are often fragmented due to restrictive eligibility requirements, which may result in duplicative or underutilized services, service gaps, and rising costs. Many individuals are not fully aware of the wide variety of programs and their eligibility requirements. Dane County offers mobility management services to people to help them navigate the various public transit, paratransit, and specialized transportation systems that may be available to them, coordinated through the Dane County Transportation Call Center. Continued funding is needed to maintain the Dane County Transportation Call Center. Improved information on specialized transportation services would help new and occasional users access existing programs.

Dane County and Metro Transit work closely together to ensure that changes in eligibility do not result in unexpected eligibility gaps for riders; however, with the



implementation of Family Care in Dane County in 2018, transportation brokerages increased contracting with other transportation providers rather than with Metro Transit, which makes this coordination between programs much more challenging. Medical transportation to hospitals and medical centers is difficult for people who cannot make the trip by themselves. Improved coordination has the potential to significantly reduce service duplication and provide enhanced service. Dialysis and cancer treatment trips are particularly difficult to coordinate, given the frequent nature and duration of the treatment visits. Incentives are needed for dialysis centers to coordinate schedules for patients who live close to each other. Additionally, local coordination of Non-Emergency Medical Transportation (NEMT) has not been possible since the commencement of the statewide NEMT transportation broker.<sup>21</sup>

The Greater Madison Metropolitan Planning Organization (MPO) employs a full-time RoundTrip Transportation Demand Management and Program Manager who works with individuals and large employers in Dane County to promote and coordinate ridesharing, van/carpooling, transit, and other transportation alternatives for employees. However, additional resources are needed to encourage more employers to assist employees with transportation to work and provide incentives for them to do so. The need is particularly great in areas outside Metro's service area. For some low-wage workers, carpooling with fellow employees may be the most effective way to get to work. There continues to be a need for improved coordination of job training and transportation, and other employment transportation with public transit. The need for a publicly- or employer-funded subsidy has also been identified as a barrier to successfully recruiting riders to vanpool programs, which would help provide workforce transportation outside the Metro service area.

## Rider Education

Navigating the Metro bus system can be a challenge, particularly for trips which involve a transfer, for new riders who are used to driving themselves, and for people with mental health, cognitive, or developmental disabilities. Training is needed, particularly for seniors, people with disabilities, and those who do not speak

English well, who could use the fixed-route bus system with some coaching and encouragement. In many cases, removing this barrier improves people's mobility and independence while reducing Metro's cost by reducing reliance on paratransit. Mobility training and fixed-route orientation may include individual or group guidance sessions, in-person meetings, and/or traveling with the person until they feel comfortable making the trip on their own.

Although many users can become comfortable using fixed-route transit after a single training session, some users may need ongoing mobility training and transfer supervision. An example of transfer supervision would be deploying a staff member to a location where many transfers take place at key times when people with disabilities are known to travel. The staff would assist individuals as needed and watch for problems such as people boarding the wrong bus or having difficulty crossing intersections from one stop to another where routes cross and transfers require use of two different stops.

Metro Transit distributes a full-size color system map and Ride Guide (with timetables and other information) aboard its buses and at selected locations. Trip planning is also available using Google Maps, the Transit app, and other real-time electronic data sources. These materials need to be consistently improved upon for ease of use and to ensure data accuracy. Although screen reading tools enable blind and low-vision riders with access to those technologies to access on-line data, large-print materials are needed for individuals with impaired vision who do not have access to a computer or smart device. Audible system information is needed for blind and low-vision riders to successfully and independently navigate the Metro system.

As the results of public engagement documented in Appendix A show, many Metro Transit riders who experience disabilities and/or are aged 65 or older have found the post-Transit Network Redesign Metro system to be difficult to use, both physically and due to a knowledge barrier and resulting trouble learning to navigate the new system. Continuing rider education will be critical to making transit accessible to riders who

<sup>21</sup> As an example of the difficulty of coordinating transportation across agencies, during the development of this plan multiple attempts to communicate with the state's NEMT liaison went unanswered, and no coordination between the MPO and the state Department of Human Services occurred during the development of this plan.

can physically access the system but for whom knowledge presents a barrier to using the system.

## Outreach

Being home to the state capitol and a major university, there are many human service agencies and organizations within the Madison area. This makes coordination key to effective service delivery and the minimization of duplication; however, outside the coordinated planning process – which occurs every five years – there is currently no other mechanism to convene a more frequent meeting of providers and facilitate coordination. The MPO had planned to start hosting annual coordination meetings in June of 2020; however, the Covid-19 pandemic made convening the planned in-person meeting impossible. Other workload priorities made holding this meeting impractical for MPO staff through 2024, and continued variants of Covid-19 and other respiratory illnesses such as RSV have resulted in a situation where those people with compromised immune systems and staff who work with them are reluctant to meet in person for such meetings.

The coordinated planning process benefits from a broad range of stakeholders. Historically stakeholders from the medical, educational, and residential care facilities have been largely absent from the coordinated planning process in Dane County. Data showing how the various public transit and specialized transportation systems operate, and how people use the system is limited. Cooperative and ongoing sharing of data could help with identifying service gaps and opportunities for collaboration. Land use planning plays a critical factor in where new facilities, including senior housing, medical facilities, shopping centers and new employment opportunities are located. There is a continued need for public transit and specialized transportation providers to collaborate with planning commissions to help ensure that new development can be served by public transportation options.

In several recent studies and outreach efforts, respondents and participants have indicated that they are not aware of the transportation resources available to them. For example, the City of Madison Community Development Division and EQT by Design held focus

groups<sup>22</sup> with older adults in September and October of 2023, and heard that transportation was a top issue for African American, Latinx/Hispanic, and lower-income older adults; MPO focus groups in October 2023 through March 2024 that were held for the Transit Development Plan update also indicated that transportation is a top issue for many older and disabled participants who qualify for but are unaware of specialized transportation services available to them. Based on this feedback it is clear that marketing and outreach to educate the public about existing transportation services and how to access them are important needs that are not being addressed sufficiently.

## Service Needs

### Coverage Area

Fixed-route bus service offers transit-dependent riders the greatest range of mobility options, often at the most affordable price. The urban portion of the Madison area is relatively well served by fixed route bus service; however, the more suburban Dane County communities either have limited or no bus service, including Cottage Grove, DeForest, Fitchburg, McFarland, northern Middleton, Waunakee, Verona, and peripheral areas of Madison. Regional connections to Stoughton, Oregon, Belleville, and Mt. Horeb, as well as surrounding counties are needed. In smaller communities, publicly subsidized accessible shared-ride taxi service is often the most efficient form of public transportation. Stoughton currently offers the only publicly-subsidized shared-ride taxi system in Dane County.<sup>23</sup>

Even within the Metro Transit Service Area, route consolidation from the Transit Network Redesign resulted in longer distances between routes in most of the urban area, and Bus Rapid Transit (BRT) stops are further apart than standard fixed-route stops (approximately every ½ mile for BRT, and every ¼ mile for standard routes). This has resulted in a situation where many transit riders who experience disabilities or mobility limitations have reduced access to the transit network and accordingly reduced access to destinations throughout the service area.

<sup>22</sup> For the [Older Adult Services Analysis Final Report](#), 2024.

<sup>23</sup> Sun Prairie discontinued their shared-ride taxi system in September 2023, following the implementation of local fixed-route Metro service in June 2023.

Transit-dependent individuals who are not within the Metro fixed-route bus service area or those with mobility or cognitive impairments which limit access to fixed-route bus service must rely on specialized transportation options. Metro Paratransit provides paratransit service for individuals with disabilities within ¾ miles of a Metro fixed-route corridor, who cannot use the fixed-route service, under the Americans with Disabilities Act (ADA) requirements. The Village of Shorewood Hills contracts with Metro to provide paratransit service. Additional specialized transportation trips are needed for areas that are outside Metro's service area, particularly in the rural portions of Dane County and the peripheral or suburban areas listed above. Dane County's group ride programs (GAS and RSG) are an effective way to meet the basic day-to-day needs of seniors and people with disabilities. Additional shopping and nutrition trips would improve options for seniors and people with disabilities; however, service area boundaries currently limit the destinations that can be served.<sup>24</sup>

Based on the findings of EQT By Design's focus groups with older adults, the City of Madison Community Development Division's Older Adult Services team are working to bring programming to older adults in order to reduce the transportation burden on participants. This "place based programming" will serve identified Census block groups in Madison where targeted investment, resource and inclusion strategies, and service delivery can have the greatest impact on promoting equity and addressing systemic barriers.

### Service Hours

For those living within the Metro service area, many residential and employment areas have only limited service, with reduced off-peak and weekend service. Areas served only by peak-hour commuter service do not have any paratransit service. The public shared-ride taxi service in Stoughton also has limited service hours and no late-night service. The lack of night service makes access to 2nd and 3rd shift employment opportunities difficult.

### Travel Times

Excessive travel time may make certain trips impracticable. For those using the fixed-route bus system, a commute across Madison may require multiple trans-

fers and take over an hour. For riders with a physical or cognitive impairment, a specialized transportation trip of excessive duration may present additional complications and result in barriers to transportation.

### Scheduling

Metro Paratransit service, most other accessible specialized transportation services, and NEMT rides require at least one-day advanced reservation. There is a need for flexible, short-notice rides, especially for medical appointments. Often passengers are given a window of time for when pickup will occur, and the driver will only wait a set amount of time for the passenger to arrive at the vehicle. For those with mobility challenges, the wait time may not be long enough for them to make it to the vehicle, resulting in a missed ride.

### Reliability

Reliability is one of the most important factors for those relying on public and specialized transportation and is one of the top complaints that Metro Paratransit receives. The failure of a ride to show up or a canceled trip can result in the rider missing important appointments that are often difficult to reschedule. For those depending on public transportation to get to work, any disruption in the schedule may result in the employee not getting to work on time and limit their employment opportunities.

### Other Service Needs

The implementation of Family Care in Dane County in 2018 has resulted in a variety of new and emerging transportation challenges for service providers, transportation providers, and enrolled participants. Many providers have reported that enrollees in Family Care have experienced a reduction in transportation service level, particularly for social and work-related trips. With Implementation of Family Care complete, new service needs have emerged. Notably, a service gap exists for residents of residential care facilities. Eligibility requirements for many DCDHS transportation programs preclude serving those who do not live in their own home or apartment; while some residential facilities are equipped with vehicles to provide trips for their residents, many are not, leaving those residents with limited

<sup>24</sup> [State law](#) requires that transit service provided outside the jurisdiction of the community operating the service be provided under contract with financial support from a public or private organization. 66.1021.

transportation options which often require relying on family or costly private transportation services.

## Vehicle Needs

Light-duty transit vehicles typically last about five to seven years, necessitating routine vehicle procurements to maintain the existing level of service. Where the service population is increasing, expanding the fleet may also be necessary to maintain the existing level of service. Electric, hybrid diesel-electric, and alternative-fueled vehicles should be prioritized to help achieve sustainability goals.<sup>25</sup> The limited number of wheelchair-accessible vehicles can result in long waits at certain peak times, leading to capacity and service reliability challenges. Private taxi service can help fill the service gap for short-notice same day service, however Union Cab is the only wheelchair-accessible on-demand taxi service in the area; the single other cab company operating county-wide only serves ambulatory passengers. Funding is needed to purchase new accessible vehicles, and due to the complexity of applying for and needing to meet federal reporting requirements for Section 5310 funding, many smaller operators and non-profits lack the capacity to access these limited funds.

One major challenge facing transportation providers currently is a shortage of drivers. In many instances vehicles may be available to provide service; however, there are not enough drivers to operate them, particularly during peak demand periods. There is also a need for more driver training on how to operate the accessible vehicles and how to provide service to people with a mobility impairment. The cost of owning, insuring, and maintaining a vehicle is a barrier for many non-profit organizations and agencies. Additionally, often these vehicles may only be operated during limited time periods, with extended periods with the vehicle not in use. Solutions to increase the availability of vehicles by pooling vehicles and resources may open new opportunities for seniors and people with disabilities, and such pooling is strongly encouraged, as allowed by any restrictions placed on funding sources.

## Infrastructure Needs

### Amenities

Infrastructure around bus stops can be a key determinant whether an individual with mobility challenges can access the fixed-route bus system or must find other alternatives. A 2018 study by the University of Utah found that bus stops with the appropriate amenities increases overall stop-level ridership as well as reduced paratransit demand for those locations. Approximately 24% of existing Metro stops are not compliant with the Americans with Disabilities Act (ADA) guidelines for bus boarding and alighting areas, which takes in to account boarding surface structure and dimensions, sidewalk connectivity, and slope. The City of Madison is working to upgrade all 1488 stops in Madison to meet ADA requirements during the summer of 2024. Accessibility for the 280 stops (16% of all stops) located in other communities is the responsibility of those communities.

The availability and quality of sidewalks can have a profound impact on the accessibility of a bus stop. The installation and maintenance of sidewalks is the responsibility of each municipality, not of Metro. While much of Madison has sidewalks on one or both sides of the road, sidewalks are more limited in the periphery of the city and surrounding communities. Benches are an important amenity – for seniors in particular – to rest while waiting for the bus or to place bags on, especially when the grounds is wet or snow-covered, and new benches and shelters may make it possible for some riders to transition from paratransit to fixed route buses. Clearly signed stops can give riders the confidence needed to navigate the system. For individuals with visual impairments, large-sized print, detectable warning materials and audible crosswalk signals and bus announcements are required to safely navigate the fixed-route system. Given the Madison area's seasonal temperature and weather extremes, shelters from wind, snow, rain, and heat are very important, especially for those with compromised immune systems, people with disabilities, and both younger and older people.

### Facilities

For many years, Metro's most pressing capital facility need was the expansion of Metro's maintenance

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<sup>25</sup> No such vehicles are currently available through the State of Wisconsin's negotiated Human Service Vehicle contracts, which recipients of Section 5310 funding for accessible vehicle purchases are strongly encouraged to select.

facility and/or a new satellite facility. The maintenance facility on Ingersoll Street at East Washington Avenue had reached and exceeded its capacity. The newest portion of the facility had been constructed in 1981 as an addition to a WWI-era munitions factory; this facility was designed to accommodate a fleet of 160 buses and accommodated a fleet of up to 218 full-size transit buses, plus other vehicles. Metro Transit is in the process of upgrading the Ingersoll Street (formerly the East Washington) facility and renovating a new satellite facility on Hanson Road in northeast Madison. This facility will primarily be used to maintain and store the new 60-foot articulated buses to be used in the Bus Rapid Transit system.

With the closing of the Badger Bus Depot on Bedford Street in 2009, a new intermodal terminal has been needed in central Madison. Construction of a new intercity bus depot on the ground level of a mixed-use public/private redevelopment of the Lake Street parking garage began in 2024. This facility is adjacent to major transit corridors, including both the planned North-South and under-construction East-West Bus Rapid Transit corridors.

## Technology Needs

In many cases, technology represents an opportunity rather than an existing gap or need. Evolving technologies may result in more reliable and efficient service opportunities, streamlined coordination, and enhanced user experience. Real-time arrival information is available on computers and smart phones for Metro Transit fixed-route buses, but not for Metro Paratransit or most other specialized transportation services. Adding this service would be an asset to riders when their vehicle is running late – a situation which results in the highest number of complaints for paratransit. Fare collection and other technology improvements like online trip planning are also needed. Improved dispatching technology has proved to reduce costs while maintaining or improving service. Technology can also be an asset to mobility management. Call centers and volunteer driver programs collect and organize data to efficiently dispatch drivers and collect mandatory data for funding reports. One challenge that technology introduces is a learning curve for adoption. Training is needed to help providers and riders learn how to use different software applications. The wide range of software applications available can also lead to integration challenges

between systems. Additionally, seniors, people with disabilities, and low-income individuals may lack access to the internet, making it important to maintain traditional methods of communication and coordination.



# Chapter 5: Strategies to Address Needs

## Priority Strategies to Address Needs

The following strategies and projects in Table 3 have been identified to address the recognized transportation and coordination gaps and needs in Dane County.

Many of these strategies have been carried over from previous coordinated plans and are of an ongoing nature.

**Table 3: Strategies to Address Needs**

Strategies to Address Financial Needs	
<b>Funding for Service Providers</b>	Pursue additional funding strategies to support increased service needs
	Establish a regional transit authority with a dedicated funding source
<b>Affordability for Users</b>	Continue to provide financial assistance for low-income families, veterans, homeless individuals, and paratransit eligible clients who also ride fixed-route buses
	Continue to support employee transportation assistance programs
	Continue to provide financial assistance for low-income individuals to purchase or repair a vehicle for employment transportation where public transportation is not available to meet need
Strategies to Address Coordination, Education, and Outreach Needs	
<b>Mobility Management</b>	Continue to support Dane County One-Call Center
	Continue to support Metro Paratransit in-person assessments
<b>Rider Education</b>	Continue to support travel and mobility training programs
<b>Outreach</b>	Improve information on available resources
	Convene regular meetings to discuss coordination needs
	Seek greater stakeholder involvement in the coordination process, particularly from education and healthcare providers and residential care facilities
Strategies to Address Service Needs	
<b>Service</b>	Expand public transit service area, hours, and frequency
	New regional fixed-route bus service
	Develop Bus Rapid Transit (BRT) service
	Additional scheduled group transportation service
	Continue and increase transportation to work options
	Continue to provide mileage reimbursement for RSVP drivers
	Expanded and increase shared-ride taxi services
Strategies for Addressing Vehicle Needs	
<b>Vehicles</b>	Replace vehicles as necessary
	Add accessible vehicles for eligible shared-ride taxi systems
	Add accessible vehicles for eligible non-profits without duplicating existing transportation services in Dane County
	Investigate feasibility of creating a vehicle pool to allow a greater availability of affordable, accessible vehicles for non-profit organizations and agencies
Strategies to Address Infrastructure Needs	



<b>Amenities</b>	Improve amenities at bus stops, including concrete boarding platforms, shelters, benches, and audible signals where needed
	Improve pedestrian access to bus stops
	Implement Metro Transit Bus Stop Amenities Study
<b>Facilities</b>	Add a satellite bus storage facility
<b>Strategies to Address Technology Needs</b>	
<b>Technology</b>	Develop real-time information for specialized transportation services
	Maintain or add software and applications to assist with scheduling, routing, dispatching, mandatory data collection, and similar tasks

## General Priorities

The coordinated planning process has established two priority tiers for implementing strategies and projects identified in Table 1. Tier 1 represents the highest priority level for implementation.

### Tier 1 - Maintain existing level of service of viable programs or operations.

Tier 1 supports existing transportation services and projects that:

- Have shown to be effective in meeting transportation needs of seniors, people with disabilities, and those with limited income
- Continue to demonstrate effective transportation operations within the county’s coordinated network

### Tier 2a - Accommodate increasing demand for services within existing programs and operations.

Tier 2a supports existing and new services and projects that:

- Require capital and operating assistance to meet growing demand for the service(s) within present boundaries.
- Are able to improve efficiency and functionality by building on existing infrastructure.

- Allow for growth, but do not automatically extend new service without a careful evaluation of transportation needs across populations and jurisdictions.

### Tier 2b - Respond to emerging community needs, opportunities, and create new partnerships.

Tier 2b supports projects that:

- Are under development and bring new resources.
- Address identified transportation needs and gaps and/or focus on an underserved group of individuals.
- Improve the efficiency and effectiveness of the overall system.
- Provide an added benefit to the transportation services network and riders.
- Are innovative in their approach in reaching out to new riders or geographic areas.

## Potential Sources of Funding

Below are the federal funding programs (Table 2) and state funding programs (Table 3) that provide financial assistance for public transportation services which may be used to achieve the strategies listed in Table 1. In addition to federal and state transportation funding programs there are also various human-services funding programs and non-profit grants that may also be applicable.

**Table 3: Federal Transit Administration Funding Programs**

Funding Program	Target Demographic	Eligible Applicants	Eligible Expenses	Description
<b>Federal Formula Grant Program for Urbanized Areas (Section 5307)</b>	Public in urbanized areas (50,000+)	Local public bodies	Capital and Operating	A federally-funded grant program that assists transit systems in urban areas (population over 50,000) with operating expenditures.
<b>Capital Investment Grants (Section 5309)</b>	Public	Local public bodies with Urban Public Transit Systems	Capital and Operating	FTA's primary grant program for funding major transit capital investments, including heavy rail, commuter rail, light rail, streetcars, and bus rapid transit.
<b>Enhanced Mobility of Elderly and Individuals with Disabilities (Section. 5310)</b>	Seniors and people with disabilities	Private non-profits, local units of government and operators of public transit	Capital and Operating	This program utilizes federal 5310 funds to aid with vehicle purchase projects that improve the mobility of seniors and individuals with disabilities. The cost of the vehicle is split 80/20 with local paying 20 percent. Grants are awarded on a two-year application cycle. Eligible applicants include private non-profits, local units of government and operators of public transit.
<b>Federal Formula Grant Program for Rural Areas (Section 5311)</b>	Public in non-urbanized areas	Local public bodies	Capital and Operating	Supports capital and operating expenses for public transit services that are scheduled for and operated in non-urbanized areas (population under 50,000).
<b>State of Good Repair Grant (Section 5337)</b>	Public	Local public bodies	Capital	The State of Good Repair Grants Program (49 U.S.C. 5337) provides capital assistance for maintenance, replacement, and rehabilitation projects of high-intensity fixed guideway and bus systems to help transit agencies maintain assets in a state of good repair.
<b>Bus and Bus Facilities Program (Section 5339)</b>	Public	Local public bodies	Capital	A federally-funded formula and discretionary capital grant program providing capital funding to public transit systems to replace, rehabilitate, and purchase buses and related equipment and to construct bus-related facilities.

**Table 4: State Funding Programs**

Funding Program	Target Demographic	Eligible Applicants	Eligible Expenses	Description
<b>State Urban Mass Transit Operating Assistance (85.20)</b>	Public in areas with a population of at least 2,500	Local public bodies	Operating	Assists transit systems with operating costs. Eligible applicants include municipalities with populations greater than 2,500 including counties, municipalities and towns – along with transit or transportation commissions or authorities. Eligible public transit services include bus, shared-ride taxicab, rail or other conveyance either publicly or privately owned.

<b>Funding Program</b>	<b>Target Demographic</b>	<b>Eligible Applicants</b>	<b>Eligible Expenses</b>	<b>Description</b>
<b>Paratransit Aids Program 85.205</b>	People with disabilities	Local public bodies	Operating	Allocated to fixed route bus systems via formula based on budget and service, implemented to partially offset a reduction in the 85.20 program.
<b>County Elderly and Disabled Transportation Assistance (85.21)</b>	Seniors and people with disabilities	Counties	Capital and Operating	The County Elderly and Disabled Transportation Assistance program provides counties with financial assistance to provide transportation services to seniors and individuals with disabilities.
<b>Disabled Transportation Capital Assistance Program (85.22)</b>	Seniors and people with disabilities	Private non-profits, local units of government and operators of public transit	Capital	Combined with federal 5310 funding
<b>WETAP</b>	Low-income workers	-	-	Improving transportation services can improve the economic outcomes among workers throughout the state of Wisconsin. An effort to connect low-income workers with jobs through enhanced local transportation services, WETAP integrates local, state and federal funding into a single program and award process administered by WisDOT.

# Appendix A: Public Involvement Process

## Section 1: Introduction & Background

### Federal Public Participation Requirements<sup>26</sup>

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.

Specifically to the requirements for Coordinated Plans:

Federal transit law requires that projects selected for funding under the [Enhanced Mobility for Seniors and Individuals with Disabilities \(Section 5310\) Program](#) be "included in a locally developed, coordinated public transit-human services transportation plan," and that the plan be "**developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers and other members of the public**" utilizing transportation services. These coordinated plans identify the transportation needs of individuals with disabilities, older adults, and people with low incomes, provide strategies for meeting these needs, and prioritize transportation services for funding and implementation.<sup>27</sup>

## 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.

<sup>26</sup> 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>

<sup>27</sup> <https://www.transit.dot.gov/funding/grants/coordinated-public-transit-human-services-transportation-plans>

**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 participants in the coordinated transportation planning and programming process. See Appendix B of the MPO's PPP<sup>28</sup> 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." Although input from the general public is important, for the purposes of the Coordinated Plan it is less important than input from seniors and people with disabilities as these demographic groups are the focus of the Coordinated Plan and the Section 5310 program.

### 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 2024

Metro On-Board Survey, 64.9% of riders reported a household income of no more than \$74,999 a year, up from 59.7% in the 2018 Metro On-Board Survey. In 2024, 54.5% reported a household income of no more than \$49,999/year, up from 42.4% in 2018.

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 Plan<sup>29</sup> and Vital Documents in November 2023.

### 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 2023<sup>30</sup> 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 Documents<sup>31</sup> 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

<sup>28</sup> [https://www.greatermadisonmpo.org/planning/documents/PPP2021\\_forWeb.pdf](https://www.greatermadisonmpo.org/planning/documents/PPP2021_forWeb.pdf)

<sup>29</sup> [https://www.greatermadisonmpo.org/about/documents/TitleVI\\_Plan\\_2023.pdf](https://www.greatermadisonmpo.org/about/documents/TitleVI_Plan_2023.pdf)

<sup>30</sup> Ibid.

<sup>31</sup> Title VI Notice, Complaint Procedure, and Complaint Form.



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. These demographic groups are the focus of the Coordinated Plan and the Section 5310 program.

### **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 repre-

sentatives of these agencies and private transportation providers for comment each year in accordance with federal regulations. Transportation providers play a central role in developing the Coordinated Plan and are critical to the success of the Section 5310 program and the provision of effectively coordinated transportation services.

### **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. Public agencies providing or supporting transportation services and other services to seniors and people with disabilities are key to the development of the Coordinated Plan, are often funded in part through the Section 5310 program and are critical to the successful provision of coordinated transportation services. In Dane County, these agencies include the Dane County Department of Human Services Aging & Disability Resource Center<sup>32</sup> and Transportation Call Center<sup>33</sup>, and Metro Transit.

### **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

<sup>32</sup> <https://www.daneadrc.org/>

<sup>33</sup> <https://www.danecountyhumanservices.org/Disability-and-Aging/Transportation>

of commerce; environmental organizations; League of Women Voters; and neighborhood organizations. The MPO maintains contact lists of these organizations, which are updated periodically. For the purposes of the Coordinated Plan, key such organizations in Dane County include Access to Independence<sup>34</sup>, the Wisconsin Council for the Blind and Visually Impaired<sup>35</sup>, RSVP of Dane County<sup>36</sup>, and a host of other non-profits, many of which are also transportation providers.

### 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 representation<sup>37</sup> on the Dane County Specialized Transportation Commission (STC).

<sup>34</sup> <https://www.accesstoind.org/>

<sup>35</sup> <https://wcblind.org/>

<sup>36</sup> <https://www.rsvpdane.org/>

<sup>37</sup> 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.

- 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.
- 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 Coordinated Plan:

### Primary Methods

- MPO Website

- Email Notifications
- Fact Sheets & Brochures
- Social Media
- Newsletter
- Surveys
- Forums/Conference

### Supplemental Methods

- Advisory Committee
- Media Outreach
- Focus Groups & Workshops
- Webinar Series
- Presentations to Local Committees, Civic Groups, and Organizations
- Community Event Tabling & Information Booths
- Emerging Public Engagement Tools

Each of these engagement methods and how it was or was not used in this Coordinated Plan update is described in the following sections.

### MPO Website

The MPO website<sup>38</sup> was used to provide links to the draft plan, a recorded webinar on the Section 5310 application process, and the public survey discussed in the Surveys section of this appendix.

### Email Notifications

MPO email distribution lists were used to distribute the survey based on the FTA’s Framework for Action, as well as a survey of transportation and transportation-supportive services provided by area non-profits, government organizations, advocacy groups, and other related organizations. Both of these surveys are described in the Surveys section of this appendix. MPO email distribution lists were also used to provide notice of the availability of the public survey and draft plan for public review and comment.

### Fact Sheets & Brochures

We created a one-page flyer that outlines what the Coordinated Plan is and explains why it is being updated.

<sup>38</sup> <https://www.greatermadisonmpo.org/>

<sup>39</sup> Two additional respondents indicated that they do not experience a disability; these responses were excluded from this summary.

### Social Media

The MPO’s Facebook page, its only social media platform, was used to promote the public survey discussed in the Surveys section of this appendix, as well as to provide notice of the availability of the draft plan for public review and comment.

### Newsletter

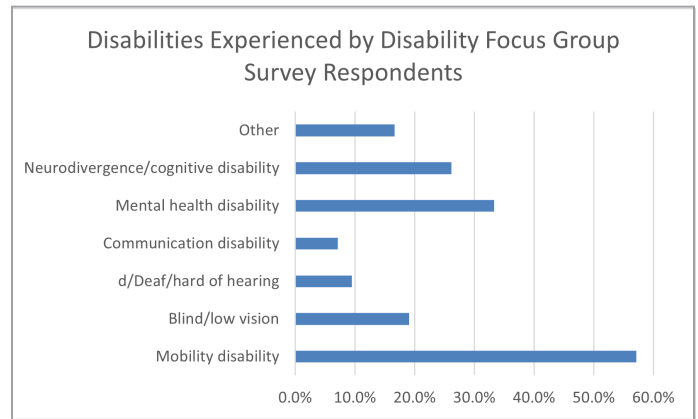
Notice of the availability of the Draft Plan for public review and comment was publicized through the Capital Area Regional Planning Commission’s (CARPC) September newsletter.

### Surveys

#### Disability Survey

Survey open February 25 to March 25, 2024: 42 responses<sup>39</sup>

#### 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 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

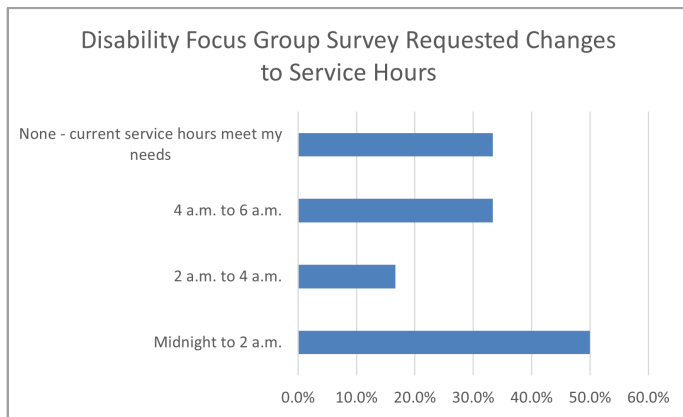
can you get there? I'd like to see better service to the airport.

- 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.
- 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.



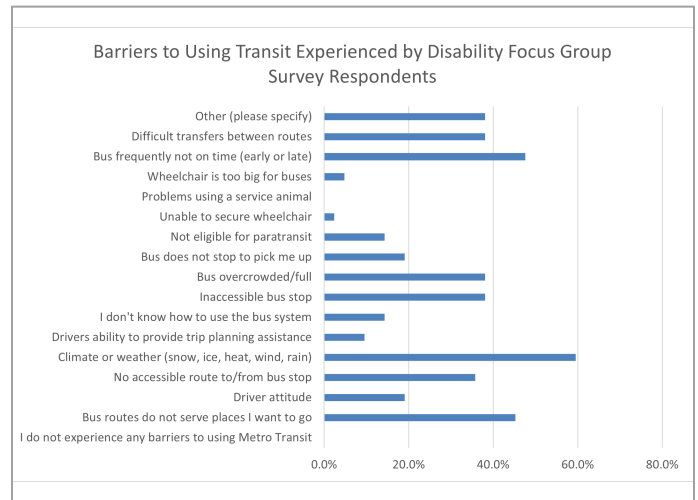
- There isn't good north/south connectivity on the near west side anymore--like if you want to get from the Whitney/Odana area, which has a lot of buses, to anything on University west of Midvale, you have to transfer between 2 or 3 buses. There should be a route that connects this area better, or at 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

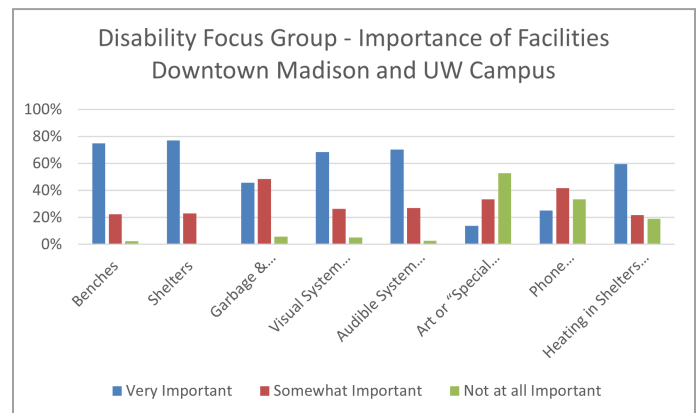
also now way to far away from each other making mobility between stops difficult. There are often no boarding pads or sidewalks at way too many stops. Driver may also not ask where I need to get off and then when we make it to my stop I'm unable to get off because I'm still secured and they don't hear 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.
- 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.

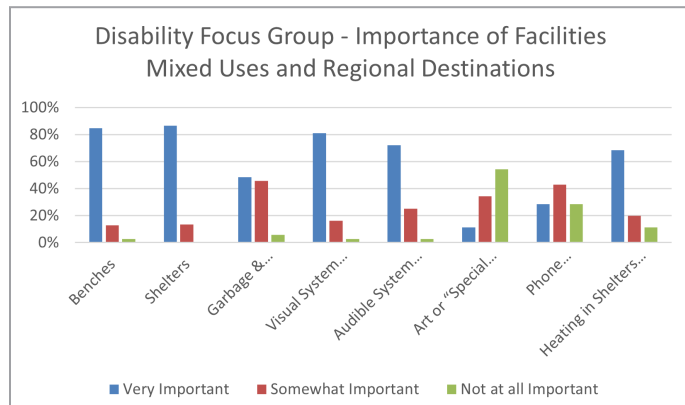
**5. Please mark how important you think each type of bus stop facility is in the Downtown Madison & UW-Madison area:<sup>40</sup>**



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).

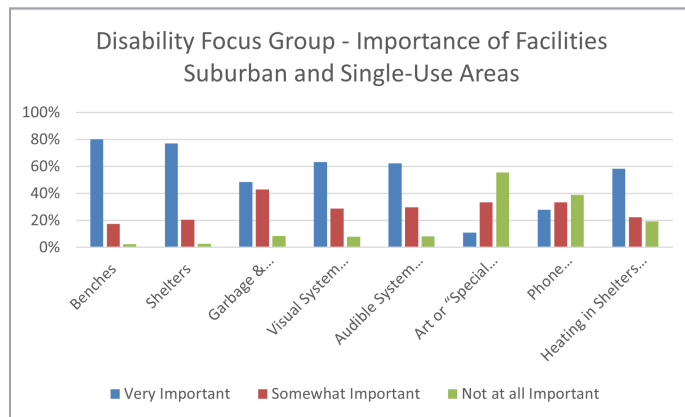
<sup>40</sup> Due to this survey being online through Survey Monkey rather than written or in-person, and the question types available in Survey Monkey, the bus stop amenity questions were phrased differently than for other focus groups. Accordingly, the responses are also formatted differently than for other focus groups.

**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):**



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? Again ask if don't understand stand my wording(s). Thank you
- 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!

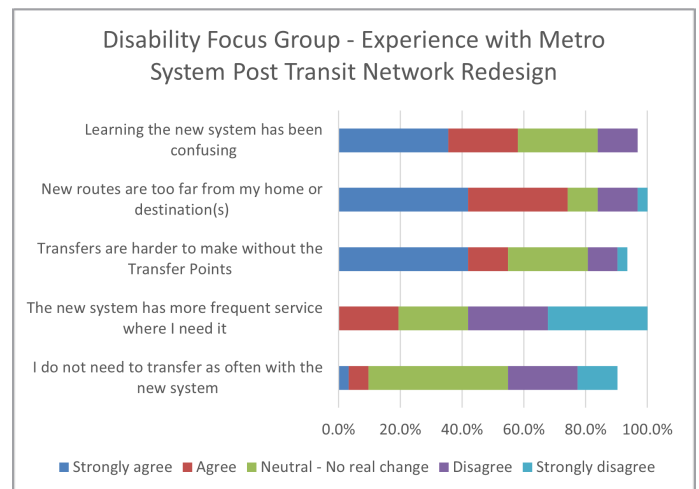
- Nort side of Regent St between Rosa and Whitney Way.
- Every neighborhood now. Far East, north, south. You royally screwed so many with these stupid changes.
- Not for me, my issue is I need a bus that goes to Ace-wood Blvd near Onyx that would let me connect to other major routes.
- Construction currently 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 neg-

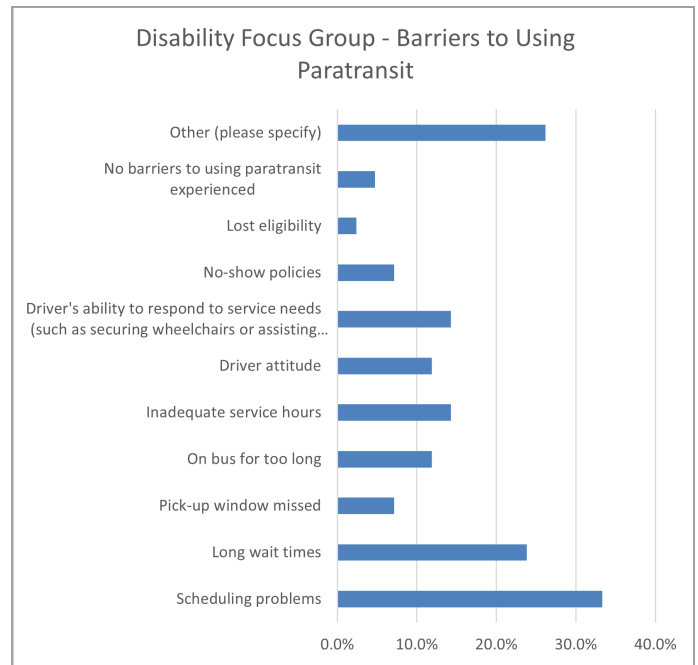
ative reactions, with only 12.9% reporting that learning the new system had not been confusing; 16.1% that routes are not too far from home or destination(s); 12.9% that transfers are not harder to make; 19.4% think that the new system has frequent service where they need it, none of whom agree strongly 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.
- 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 unneccarilly 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.
- Theirs No Open Bar/TAVERN to have a Beer and ride. It don’t say anything about alcohol.
- 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.
- To few driver 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.
- I am 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. If don't understand please ask me, Thank you.

- 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.

**15. 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 WIKIND VOLUNTEER Coffee Social, UNO Cards Group monthly meetings to complete our 1hour a month requirements ect. Thank you. GOT COFFEE SOCIAL
- 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, some-

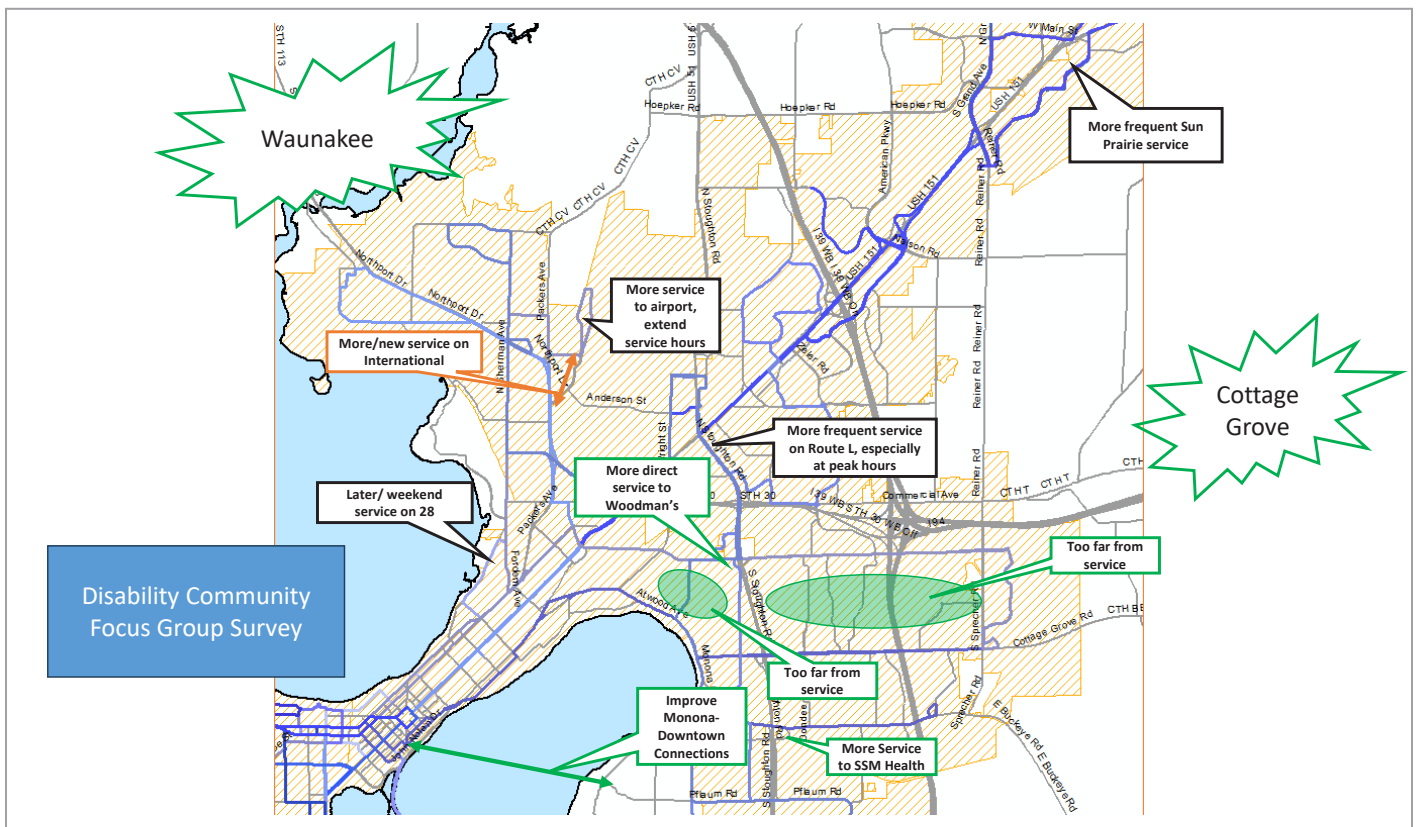
times not. But I can't take the bus when I don't use my wheelchair, because I can't stand at the bus stop long enough to wait for the bus. It would also be very helpful if bus stops included a listing (or at least high-lights) of where the bus routes stopped - this would allow folks to take less familiar routes without relying on map apps.

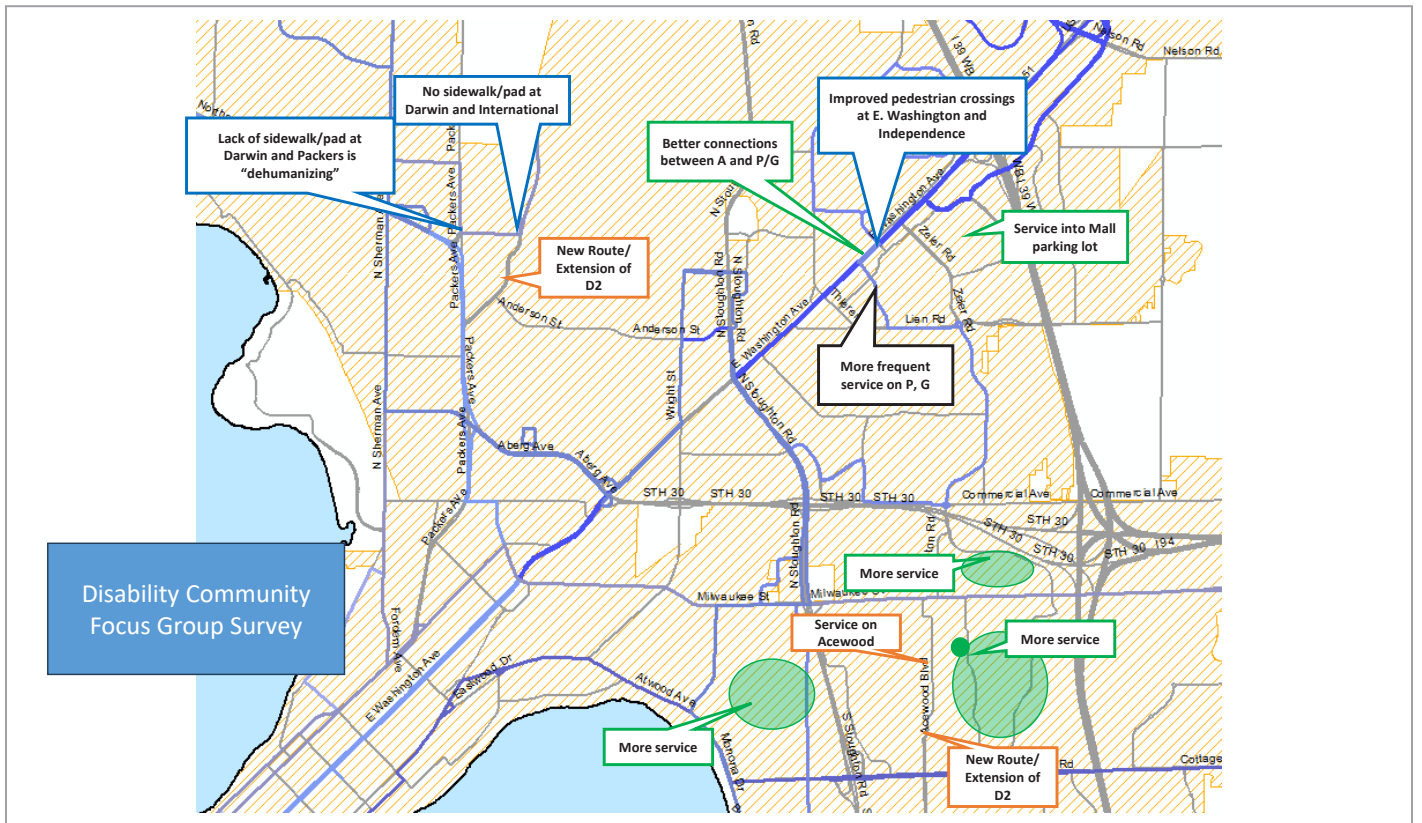
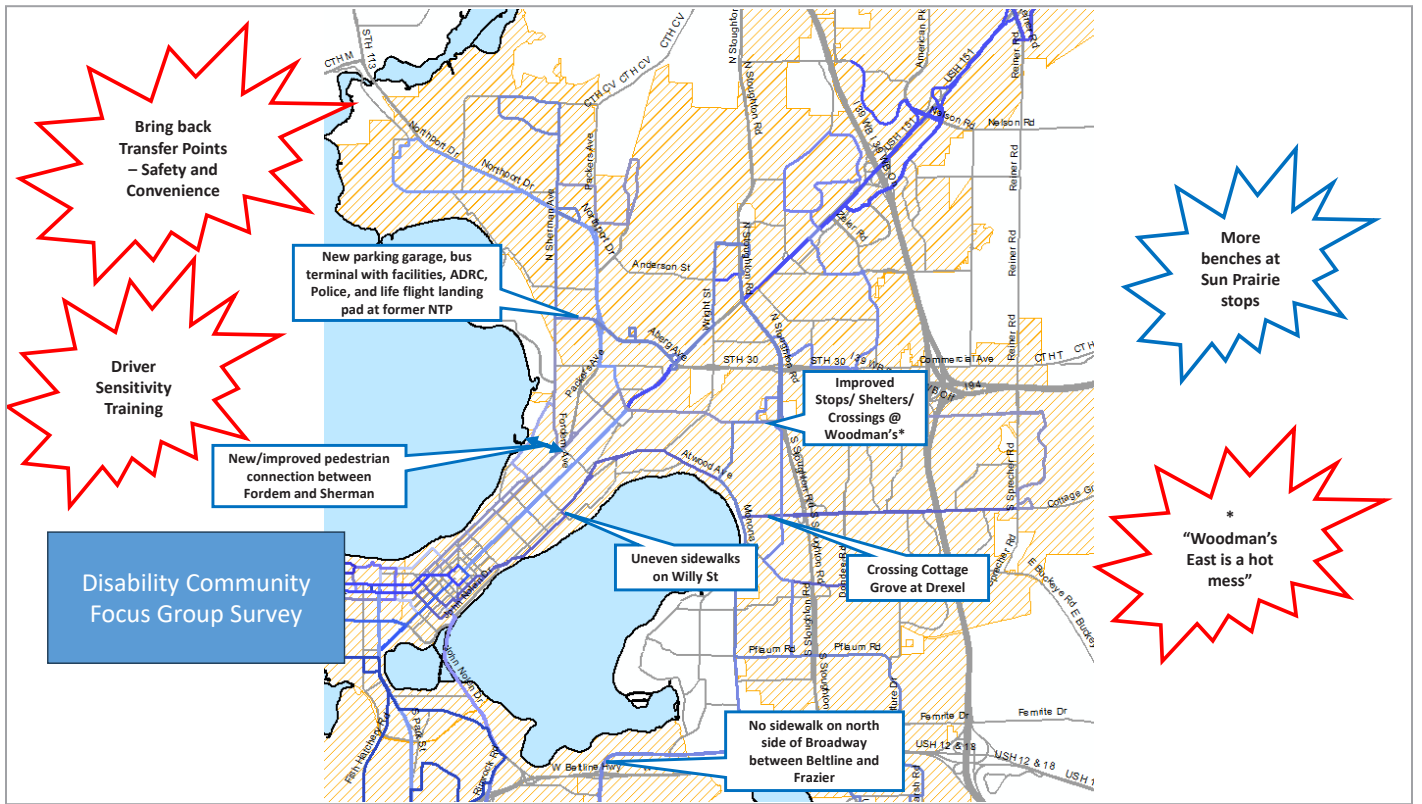
- Access to grocery stores should be an important goal.
- Go back to the old routes and transfer points. Stop sacrificing coverage for "ridership". I live in an area that is now completely underserved by bus routes (Meadowwood/Orchard Ridge area). We don't all live/go downtown. The few routes I do use 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.

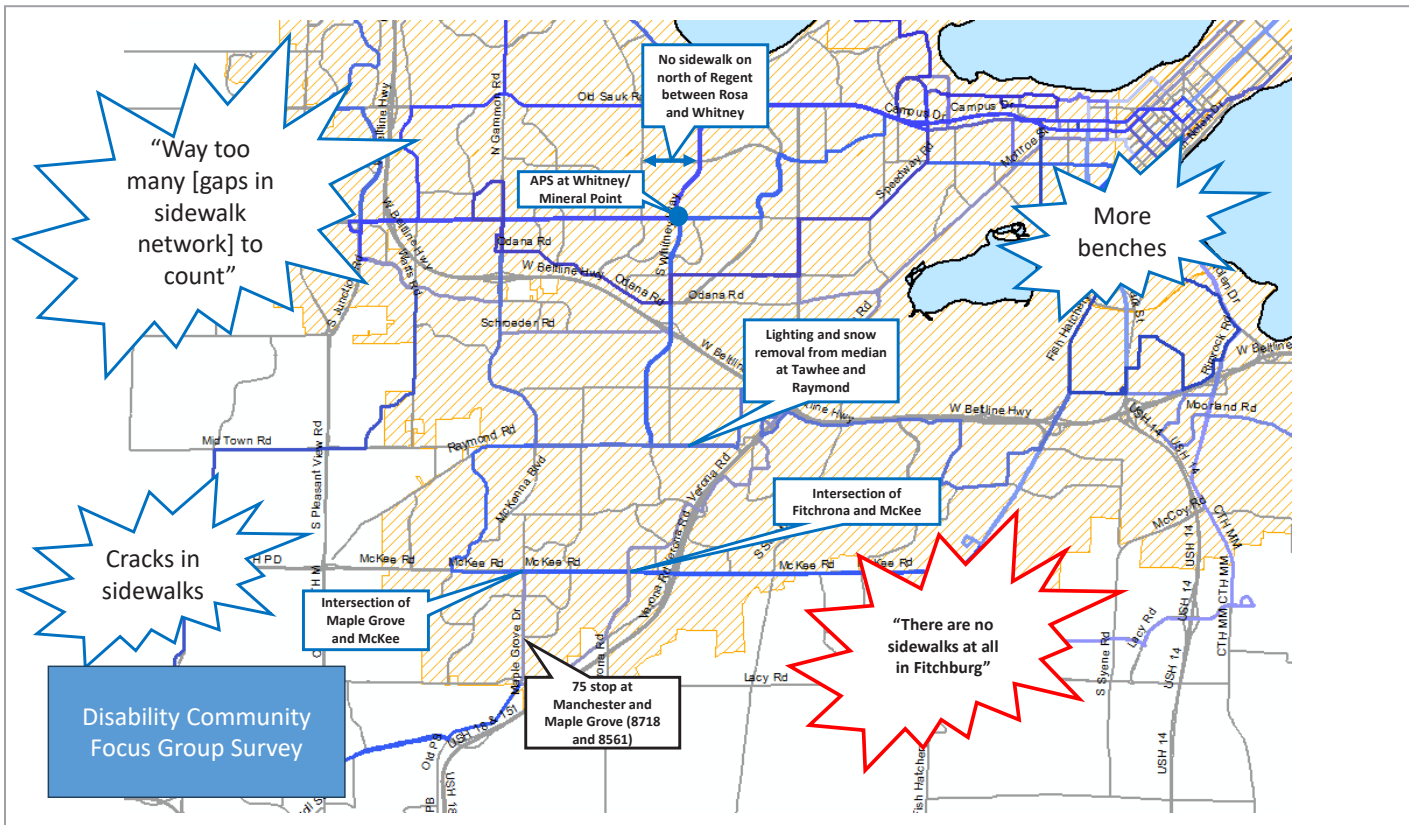
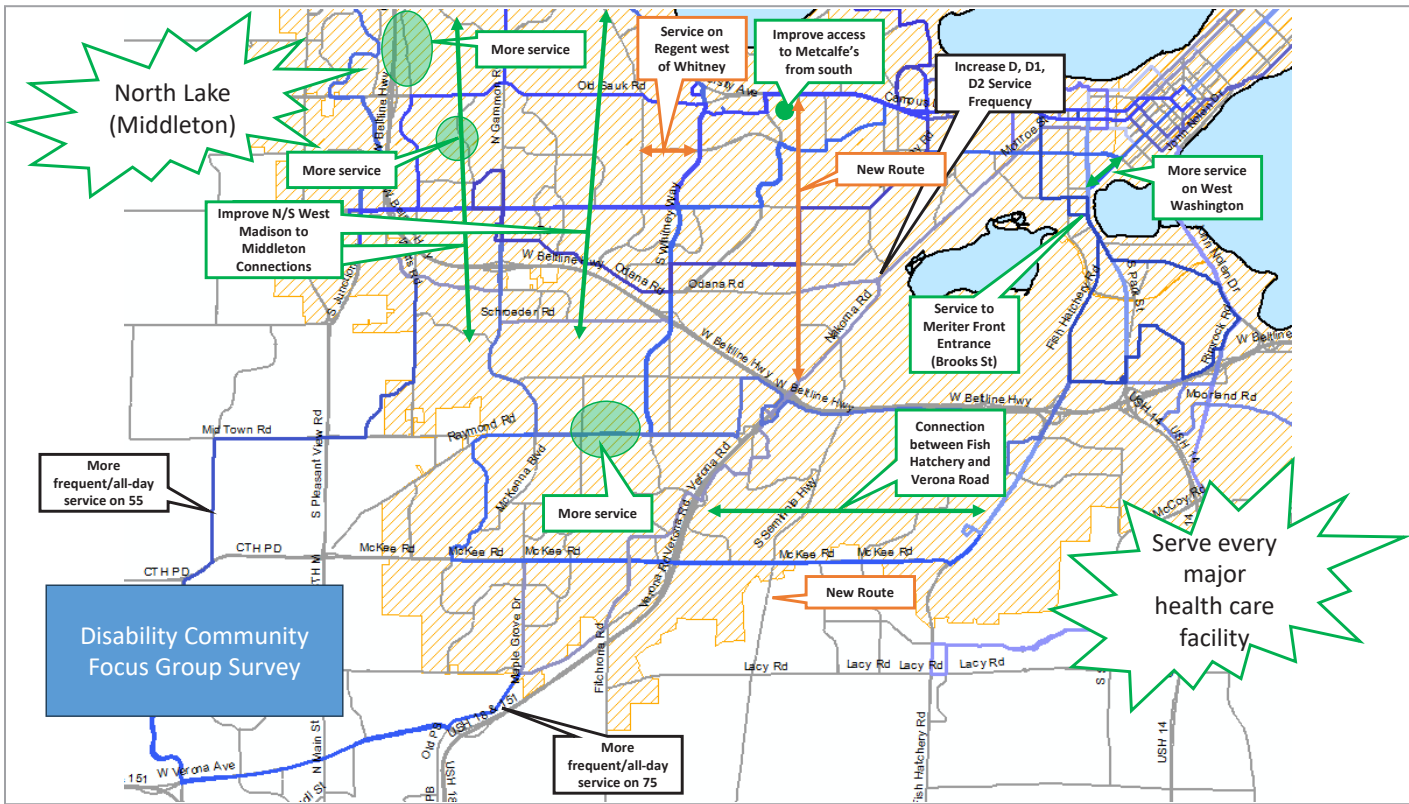
**Map Comment Summary:**

- 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.

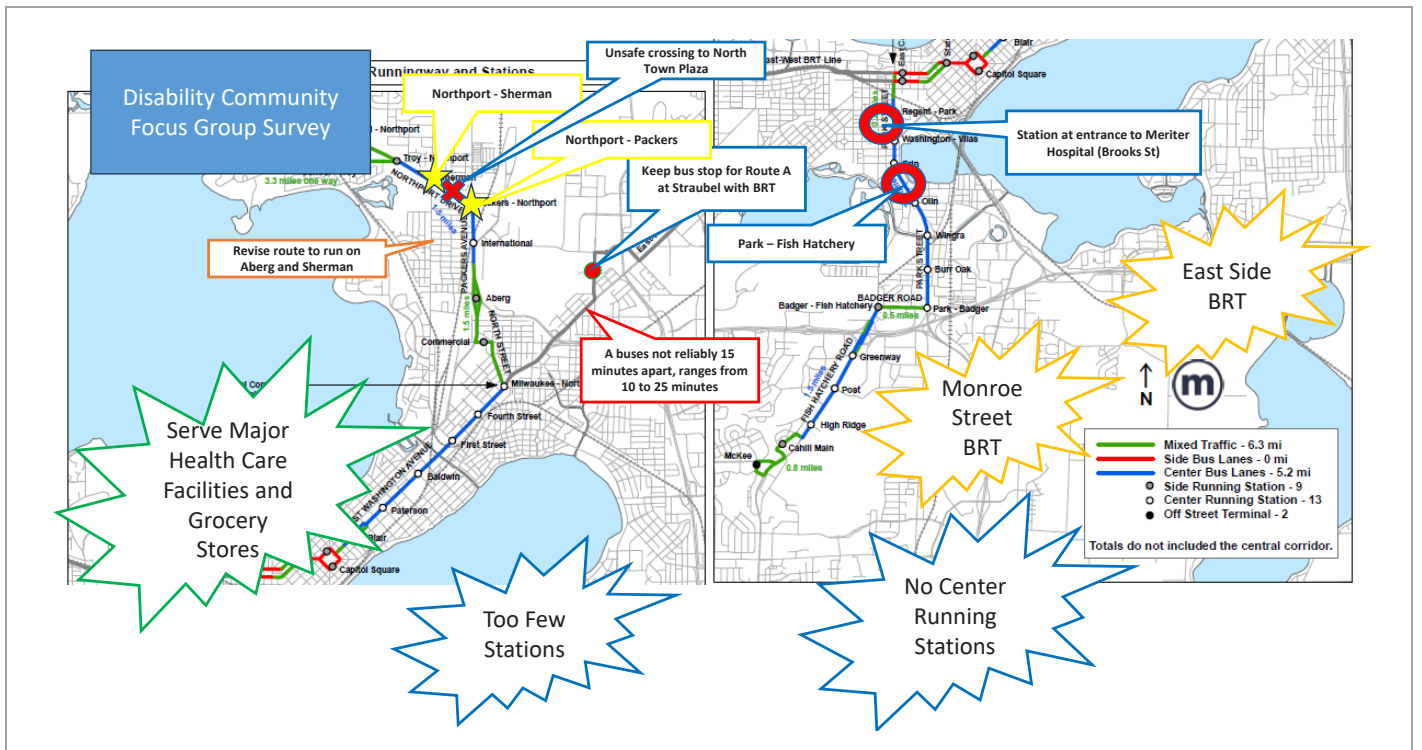












## Meeting Participant Demographics

### 1. Are you Hispanic or Latinx?

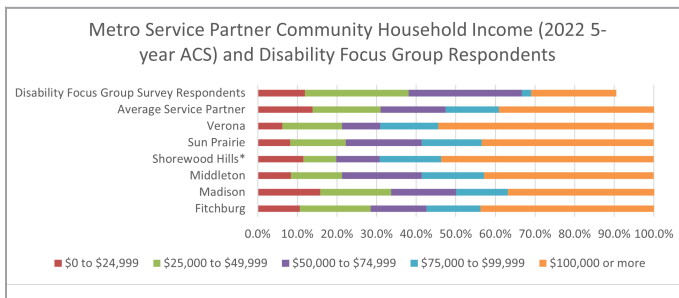
- 2% Hispanic or Latinx
- 2% Blank
- 96% Non-Hispanic

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

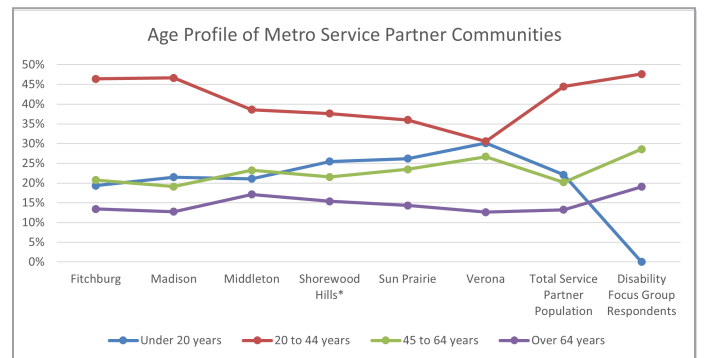
### 2. What is your race?

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

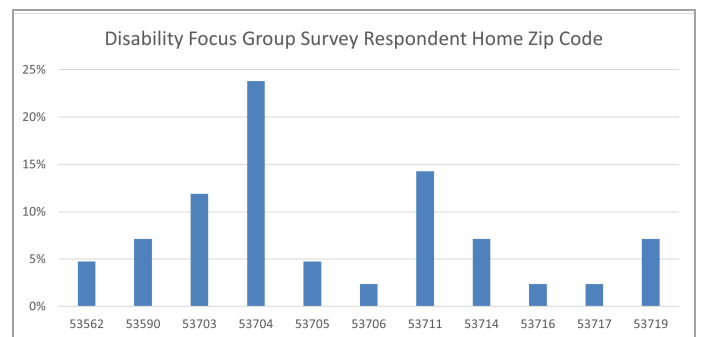
### 3. What is your household income? (includes all members of the household)



### 4. What is your age?



### 5. Zip Code?



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

- 41% Own
- 59% Rent

## Transit Plan Public Survey

A survey for all members of the public was conducted May 24 to April 24, 2024. The survey was available online in English, Spanish, Hmong, and Chinese, and paper copies could be requested by emailing the MPO or calling the Metro customer service phone number or be picked up from area libraries. The survey was promoted through the MPO and Metro web pages and social media channels, through flyers on buses, and through a press release issued jointly by the MPO and Metro on May 23, 2024.

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 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 responses<sup>41</sup> to the English survey and 33 responses to the Spanish survey. No Hmong or Chinese surveys were completed.

The data collected in this survey is generally most relevant to Metro's fixed-route transit services but is helpful to assist in identify gaps and needs for seniors and people with disabilities. Responses that are relevant to the Coordinated Plan are summarized below for respondents who indicated that they experience one or more disabilities (263) and for those who indicated that they are 65 years of age or older (119).

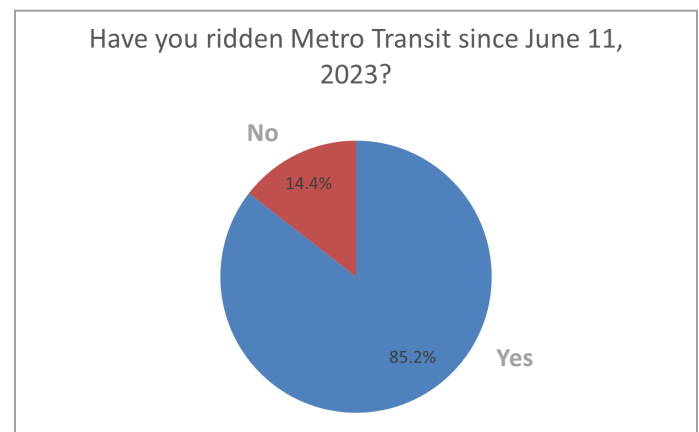
In the following charts, "Other" disabilities experienced include:

- Had 5 falls on inadequately Madison streets/walkways in 1/2024 and now have poor balance.
- I can walk but not in heat, ice & snow so why do I have to walk to get to East Towne, Hilldale, etc etc I go on the bus as little as possible. My area is from the square to Olbrich Park & that's it. I rarely see wheel-

chairs or the elderly on the bus anymore. You only want to move students and workers; the bus system is no longer meant for everybody & after using the bus for 50 years, I now want to buy a car! So much for the environment. I know for a fact you never consulted bus riders - you just went ahead with your screwed up plans. No bus rider would have approved this system. This is like Hitler & the Autoban!

- extreme vertigo, difficulty with hand eye coordination
- sensory processing disorder
- Age
- Chronic disease, weakened immune system, limited range and strength
- Son has autism.
- Chronic pain and fatigue
- Upper spinal fusion, decreased neck mobility
- Epilepsy
- Neurological issue that can make driving dangerous
- Within our household is an adult who can't drive, so public transport is their only option.
- Crohn's disease
- Some difficulties walking due to arthritis in knee
- heart failure
- ADHD specifically
- I use a walking stick for balance as I have bad knees.

### 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,**

<sup>41</sup> One response was eliminated from analysis, as every option had been selected for every "select all that apply" question, and all open-ended questions contained irrelevant references to cheese.

**D2, E, F, G, H, P, R, W, 28, and 38) are routes that run every 30 minutes. Light blue lines (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 frequent bus service or an entirely new service? If so, where? 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 from riders with disabilities and people 65 and older:

- g, a
- 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.
- Old Sauk Rd and High Point Rd
- 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 :)
- 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
- 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.
- 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.
- 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
- 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
- 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.
- Swanton Rd area
- I haven’t ridden all the buses cuz I’m scared. I’m handicapped with small children
- 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 prob-

ably save money to go free. A great service for free has more benefits for Madison than one can list.

- 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.
- High Point and Old Sauk Rd Heading East Half Hour Times in The Mornings til Noon Weekdays
- 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
- 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.
- 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.
- 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.
- Rosa rd and University Ave
- 5530 Lacy Road, Fitchburg
- 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
- More frequent D1 on weekends and later times throughout the week.
- Greenway Station in Middleton to University Hospital via University- currently no direct routes and long travel time
- 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
- I mostly go between downtown and Sequoia 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
- 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
- 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 on Southside G Line, between South Transfer point to Super Walmart. Earlier service from Southside to Downtown
- No issues for me.
- 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.
- Dryden + Londerry
- 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.

- Schenk's Corners—the old 4.
- Odana road, Sience 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.
- 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
- 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.
- 28 route (Sherman avenue) only runs until 6pm
- 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.
- 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.
- 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
- Westmorland to Middleton
- R1 + R2 through old sauk and Middleton as population on the west side is increasing and so is the need for more frequently
- C1 at North Star Dr
- I live on the isthmus and typically don't go further west than campus, so I'm good.
- B and O
- F - university Ave toward Middleton/UW clinics



- 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
- 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.
- Monona near Buck and Honey needs a route that caters to healthcare workers (early AM and late evening)
- 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
- 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
- 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.
- East Madison Hospital on East Park Blvd.
- I can't really complain, I am covered on everything I want.
- I wish there was a D line that also went to UW Hospital
- 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.
- 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
- 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.
- Route J, by the hospital to the West side of town and vice versa.
- East side Great Dane/ Metro Market on Cottage Grove Rd
- 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.
- More frequent - J and D1 (Tokay stop and leaving from hospital to return to Tokay stop)
- commercial Ave/ north side near Oscar Mayer needs more service
- 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.
- 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!
- N/A
- 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
- I only ride the E and it goes right from my house to my work.
- 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 begin-

ning, usually towards the end of the route it could be 15 mins behind. And over-crowded

- It requires multiple transfers to get to a grocery store from Eagle Heights, especially during the weekend.
- 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
- 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.
- UW Hospital
- 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.
- Residential areas in Fitchburg, and Five Points, have very little service coverage.
- 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.
- 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
- 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.
- 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!

- Manufacturers Drive and Hanson Road (preferably every 30 minutes)
- North side to near east. North coop to woodman's area.
- Woodman's East, downtown Middleton, businesses within 1-1.5 mile radius of south transfer point
- 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.
- 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.
- 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
- 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.
- 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.
- 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
- Verona to the Capitol outside of rush hour
- 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!
- I think it would be useful to have pne 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.
- D1, High Point and Watts
- More times for the 75. Always insanely packed.
- More frequent service to the airport would be very helpful. Monona is sparsely and infrequently served.
- Meadowwood Neighborhood
- 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.
- Verona
- F route should be more frequent
- 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.
- 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).
- 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.
- No
- Na
- More frequent service on Route L - at least hourly, so the schedule is consistent with other Metro service.
- Reopen East Transfer point.
- 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.

- 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
- 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.
- 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
- 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.
- 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.
- 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
- S/W need to run later in the evening
- 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.
- 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?
- I'm happy with the service as is, but I have heard that the North Side could use more bus service.
- 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.
- West towne
- 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
- Dairy Drive - Milestone Democratic School
- Trader Joe's. Observatory drive (28/38) needs to run later in the evening (at least until 7pm).
- 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.

- West Towne Mall
- J route from mineral point to brooks needs more frequent service during rush hour
- I use the A and B and am happy with the frequency
- 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
- 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.
- 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.
- Park St, East Washington, Willy St
- 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
- 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.
- 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 entire Metro service useless to me. After having ridden the the bus since 2016, I had to give up riding the bus.
- 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.
- 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.
- 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.
- I use to board a bus at the corner of Gorham and Paterson 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.
- High point, woodmans east, capitol



- Route D is never on time. Video message boards frequently out of order. Fix and maintain before expanding.
- The D2 oute 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.
- Please run more A buses between 7-10 AM & 3-6 PM. The bus to & from work & home are packed!
- 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
- Route E should have more service
- 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.
- McKee Rd between Verona Rd and Fish Hatchery Rd. Fish Hatchery Rd south of McKee
- Hy-Vee
- Love bus
- Gammon Rd
- Route 38 should restart to go down Rutledge St, etc.
- More connections between routes that do not require walking blocks
- 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,
- 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.
- 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.
- Downtown, east side, Monroe street.
- C - 15-minute service all evening. The near-east side (as far out as Olbrich Gardens) is of particular interest to me.
- Entire area. Too far for most people to walk to catch bud
- Seminole Highway south of the Beltline
- 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.
- "O" route on South Side -- needs pick up both ways (North and South)
- Service farther out into surrounding suburbs.
- Verona Park n' Ride
- I only ride from Middleton to Madison and UW Hospital and it seems fine to me!!
- 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.
- 80/84 from central to hospital/west end of campus should be every 8 minutes during peak times.
- Areas south of Raymond Road between Whitney and Prairie
- 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.
- 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.

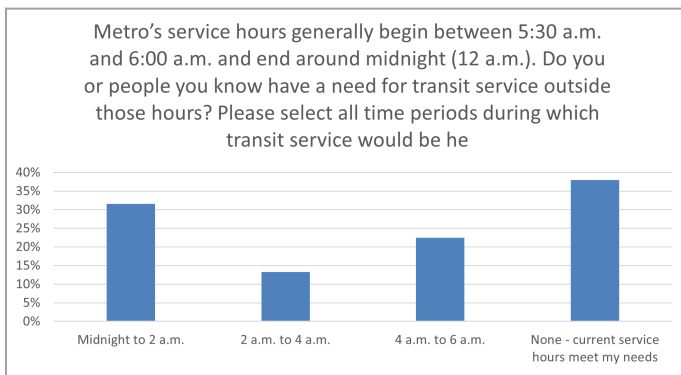
- probably not
- winnebago street, fair oaks avenue
- more frequent service on the F route on weekends
- South Transfer Point East Washington and Marquette and almost anywhere else in town.
- I think there should be a route that runs directly to and from UW Hospital ER and Men's Homeless shelter (2002 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.
- 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
- Only ride one bus line. Not concerned with others.
- Rolling Meadows neighborhood. Also more frequent service of "R" line on campus.
- route is too infrequent - needs to be every 30 min in both directions to be useful.
- Within the City of Sun Prairie there needs to be more frequent service.
- 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.
- 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.
- Mineral Point to Regent to Park St
- It would be wonderful to restore two-way bus service for Route "O" because I have trouble walking long distances, especially in bad weather.
- 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
- Fine as is.
- More frequent
- 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
- 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.
- South Fish Hatchery Rd to Fitchburg Civic Campus
- commercial to Oak the way the 4 bus used to go.
- 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.
- 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.
- 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.

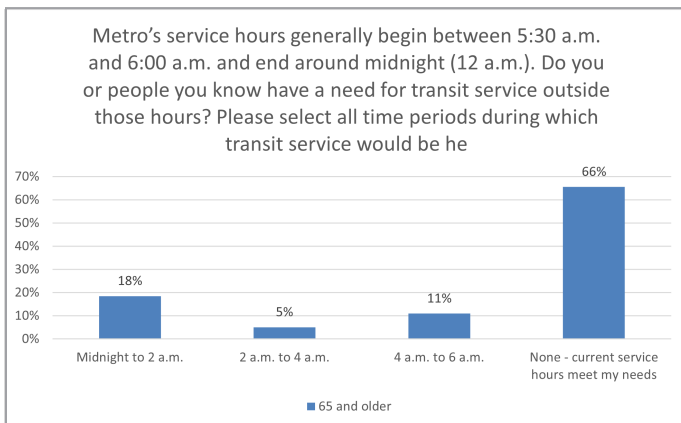
- You say that medium blue lines "run every 30 minutes." But the map legend says they arrive "every 30-60 minutes." That is extremely misleading. Every 30 minutes is MUCH different from every 60 minutes, and would determine whether or not I could rely on a bus to get me to/from work on time.
- 80
- Walgreens 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.**

Responses from riders with disabilities:



Responses from riders 65 and older:



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

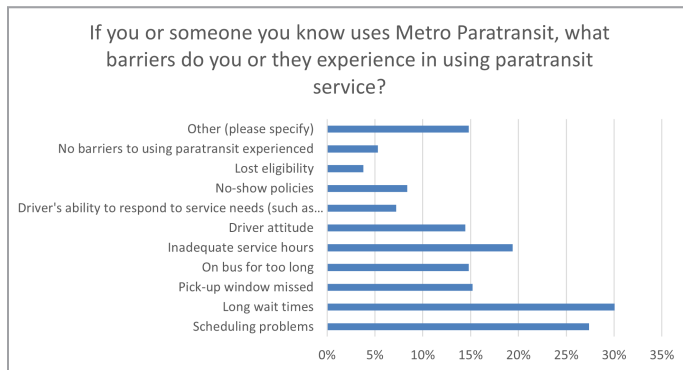
"Other" responses include:

- 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 teh lap of the person - it is good to go to the doctor but not for shopping. Peopel go the doctor once in a while, but the eat every day!
- drivers not on time. Paratransit is also too expensive!
- Getting onto the service.
- 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
- See previous comments
- 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
- Paratransit does not go to Epic, the largest employer in our area. This limits access to jobs.
- This was told to me I don't use paratransit
- unsheltered bus stops
- Restore Metro+Plus! Private contractors driving rusted out vehicles, honking horns as they roll down

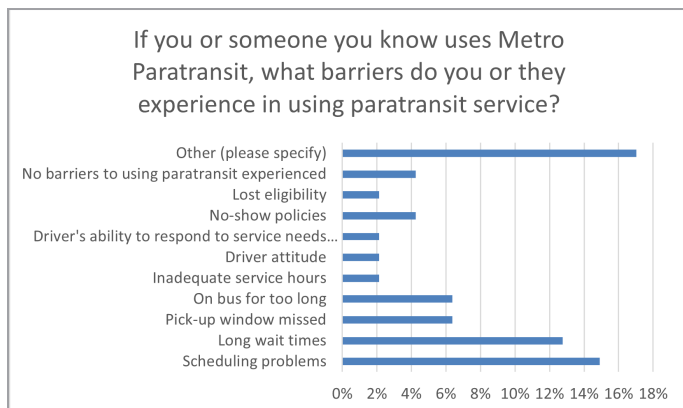
residential streets is shameful substitute for the successful City-run Metro+Plus service.

- 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.
- 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
- Returning home. Long waits for transit back home

Responses from people with disabilities:



Responses from people aged 65 and over:



**5. Are there 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 from people with disabilities and people aged 65 or older include:

- If we don't have the bus we need the problem on sidewalks disappears

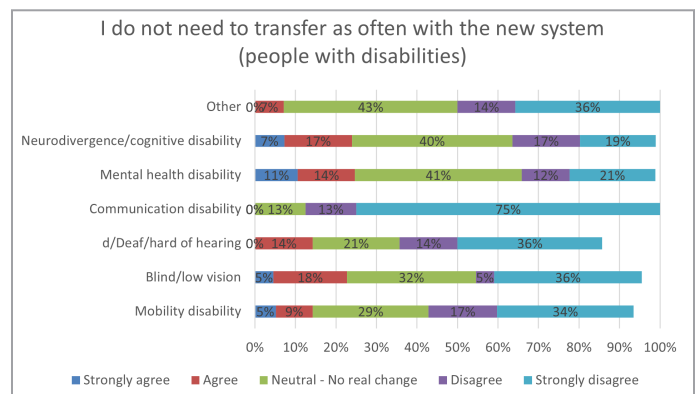
- No
- How about difficulty reaching Hilldale, West Towne, East Towne? I should walk from East Washington to East Towne Mall. No thanks!
- Packers Avenue lacks a “sidewalk network”
- Don't know
- Not that I can recall.
- I'd rather talk gaps in service. I'm used to the routes as they were, judging by 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 tout 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 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
- 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.
- There are no sidewalks on Seminole Highway south of the Beltline.
- 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.
- As a vision impaired person having to cross wide streets that do not have audio walk signals.
- Packers is not safe for standing out there waiting for the bus

- 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.
- No problems for me.
- Not for me.
- University Ave Ridge & Farley. Hopefully will be easier soon
- 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.
- Campus at Babcock needs to be paved. When there are two busses, the second bus lets passengers on/off in mud.
- Sidewalks cracked. Long wait for walk lights and slow driving.
- 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.
- I don't ride the bus
- None where I get on bus. University and Capital avenues on the west side.
- None
- Not for me at this time
- 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
- Not that I'm aware of
- Middle of the raceway called streets
- 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.
- 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.

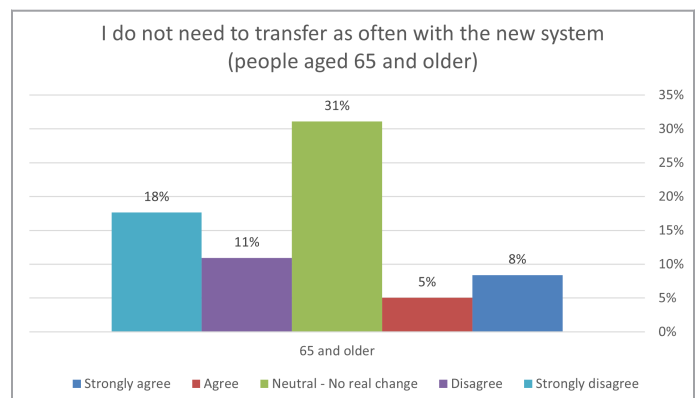
- Uneven sidewalk and frequent black ice on Regent at Fire Station 9
- Difficult crossing cottage Grove Rd from south Thompson. Also not all sidewalk on s Thompson Dr. Very dangerous!
- The problem is that the stops are so far apart now. I'm 75 and walking 4-6 blocks extra every time I get on or off a bus means I use it less, especially in bad weather.
- No

**6. Have you used Metro Transit in BOTH the old system (before June 11, 2023) AND the new system (after June 11, 2023)? (A "Yes" response led to Question 7, a "No" response led 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.**

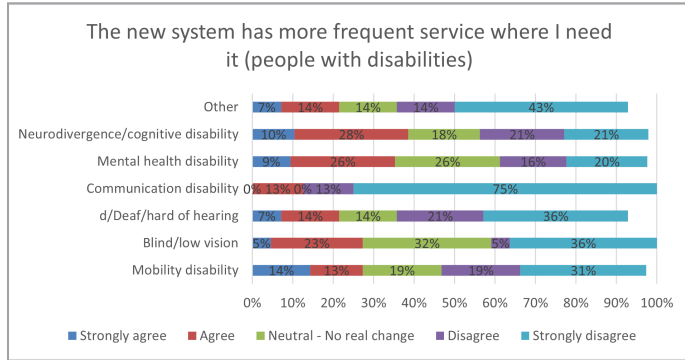


Although responses vary by disability experienced, respondents overwhelmingly disagree or strongly disagree that they do not need to transfer as often with the new system.

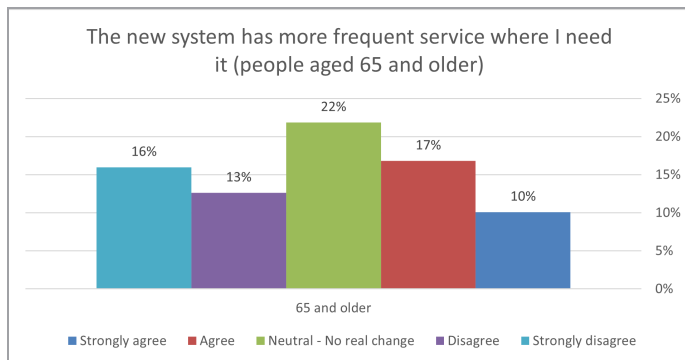




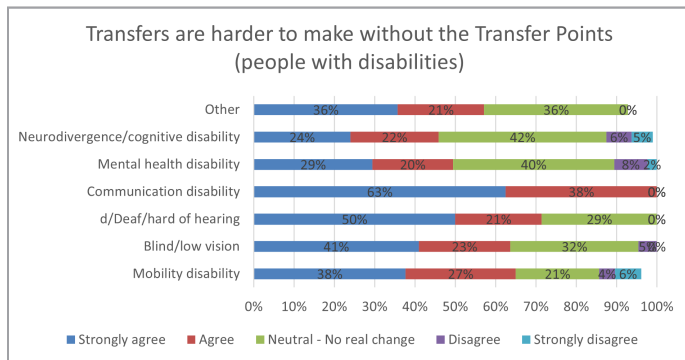
Respondents 65 and older, like respondents with disabilities, disagree or strongly disagree that the new system has reduced the need to transfer at much higher rates than they agree with this statement, with 29% disagreeing to some degree and only 13% agreeing to any degree.



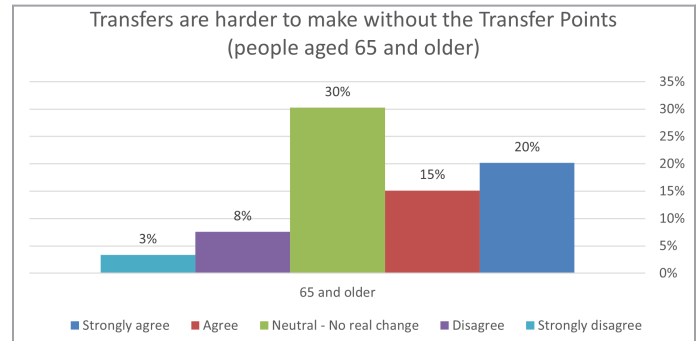
Responses indicate a greater level of agreement that the new system has more frequent service where it is needed, with between 13–38% of respondents agreeing with this statement to some degree. Nevertheless, the majority of respondents disagreed with this statement to some extent, from 36–88% depending on disability type.



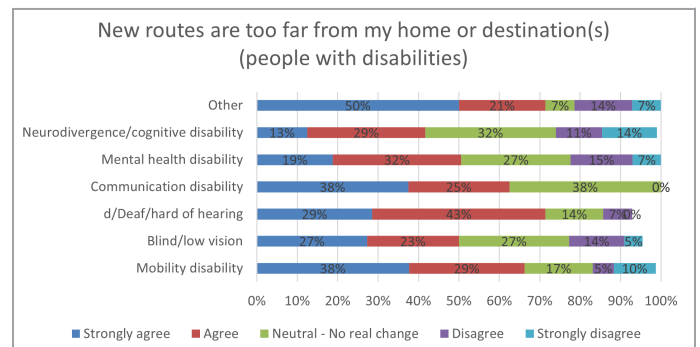
Respondents aged 65 and older were fairly evenly split in their responses to this question, with 27% agreeing that the new system has more frequent service where it is needed, and 29% disagreeing.



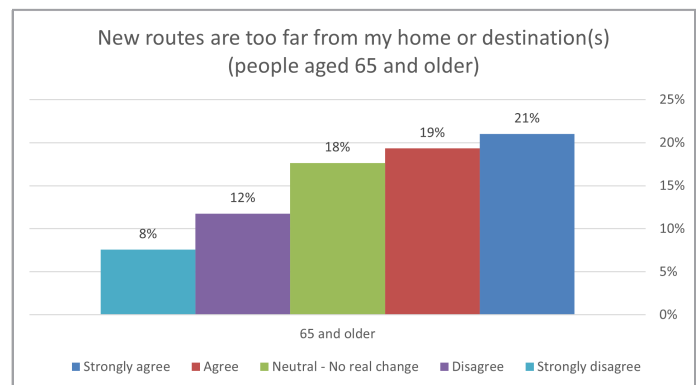
Respondents with disabilities overwhelmingly agree that transfers are harder to make without the Transfer Points. Depending on the disability experienced, only 0–11% of respondents disagreed with this statement.



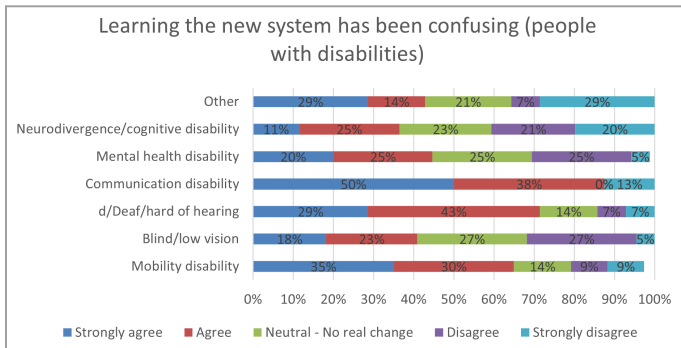
35% of respondents 65 and older agree that transfers are harder to make without the Transfer Points, and only 11% disagree.



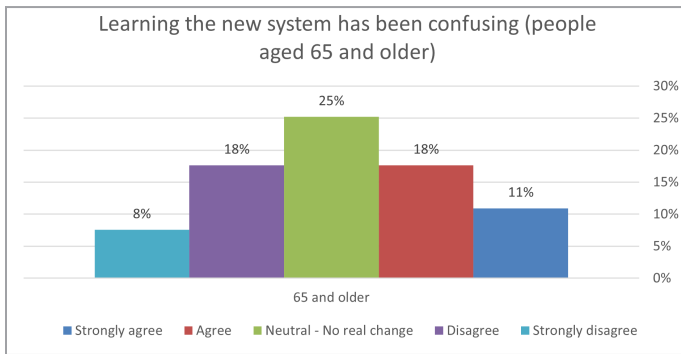
Between 42–71% of respondents experiencing a disability agree that new routes are too far from their home or destinations, while 0–25% disagree with this statement.



40% of respondents aged 65 and older agree that the new routes are too far from their home or destinations, while 20% disagree with this statement.



36–88% of respondents experiencing a disability agree that learning the new system has been confusing. 13–41% of respondents disagree with this statement.



Respondents aged 65 and older are fairly evenly split between agreeing (29%) and disagreeing (26%) that learning the new system has been confusing.

Overall, based on these responses the Transit Network Redesign resulted in a large degree of disruption to transportation accessibility for seniors and people with disabilities. What is uncertain is how strongly this disruption affected all seniors and people with disabilities, as this survey was a choice survey it is likely prone to be biased toward responses from people who are unhappy with the situation at hand, as opposed to a survey that is completed by a random sample of the relevant population. Nevertheless, it is important to note that many seniors and people with disabilities have experienced difficulty with transportation accessibility in the post-Network Redesign Metro system.

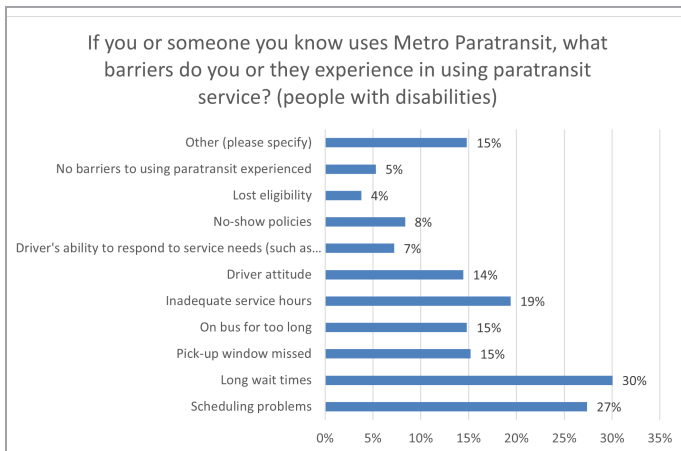
**8. If you or someone you know uses Metro Paratransit, what barriers do you or they experience in using paratransit service?**

“Other” responses from people with disabilities include:

- 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 teh lap of the person – it is good to go to the doctor but not for shopping. Peopel go the doctor once in a while, but the eat every day!
- drivers not on time. Paratransit is also too expensive!
- Getting onto the service.
- 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 l 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
- See previous comments
- 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
- Paratransit does not go to Epic, the largest employer in our area. This limits access to jobs.
- This was told to me I don’t use paratransit
- unsheltered bus stops

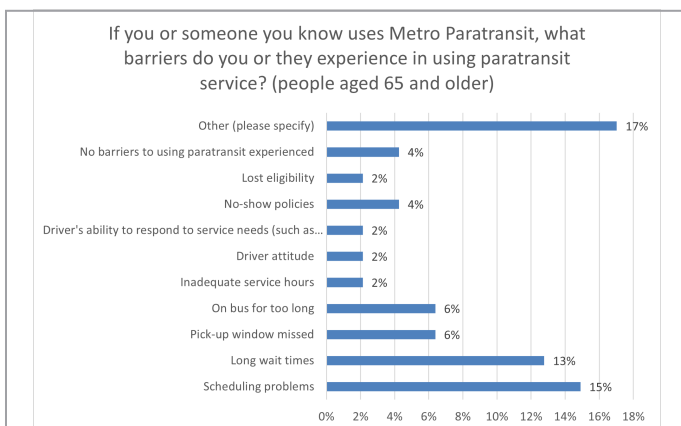
For people with disabilities who completed the survey, the most frequently encountered barrier to using Metro Paratransit is experiencing long wait times (30%), followed closely by scheduling problems (27%). Inadequate service hours (19%), On bus for too long (15%), Pick-up window missed (15%), Other (15%), and Driver

attitude (14%) are the other most-frequently-encountered barriers.



“Other” responses from people aged 65 and older include:

- 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!
- Restore Metro+Plus! Private contractors driving rusted out vehicles, honking horns as they roll down residential streets is a shameful substitute for the successful City-run Metro+Plus service.
- 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.
- See previous comments
- 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
- Returning home .. long waits for transit back home



**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 from people with disabilities and people aged 65 and older include:

- Sorely miss the stop between Dryden and North Sherman. The yellow flashing pedestrian signals actually work! Drivers do stop to let you cross. Police.
- 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.)
- 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.
- The old transit station on Aberg was convenient
- NS route - not parts of the city I frequent
- 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.
- 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.
- Don’t know
- 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”.

- Not sure? I avoid going anywhere that I have to from north to south
- Don't know
- Packers at Schlimgen
- NA
- They just need to be closer than .5 miles. Next to health care facilities, grocery stores, and libraries would be ideal.
- 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.
- 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.
- South Goodman Library Stop
- No thoughts.
- SSM Health St. Mary's Hospital, Meriter Hospital, Express service to epic?
- N/A
- 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 don't have enough information to give you.
- I think the station locations are good.
- All along troy drive
- Warner Park; Oscar Mayer factory building (especially if the train station gets located there); St. Mary's Hospital
- Park Street at Dayton
- Pick N'Save on Park Street, Park at Fish Hatchery, Meriter Hospital, Johnson and Park.
- N/A
- Brooks stop by St Mary's.
- UW Hospital. why is this not included in the BRT
- N/a
- looks good to me and my route.
- n/a
- 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.
- UW Hospital, West High School, Glenway golf course, West Town Mall
- St Mary's hospital
- N/A
- Packers at schlimgen
- 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.
- Wingra Clinic
- Airport, or else a shuttle needs to loop from International to the terminal.
- Park at Fish Hatchery
- 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.
- 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
- 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?
- 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 rerouted from Epic to those express routes. Connecting campus with the airport would be really helpful.
- No opinion

- 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.
- No
- I don't hardly go to that side so no comments because I don't know enough
- Not sure
- I'm not sure.
- I don't use this route.
- East Washington
- 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 bus driver don't have to stop there some people act like they're sitting in their in the shelter waiting for the bus 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
- All hospital, clinics, grocery stores, and libraries need to be accessible to these routes and their corresponding stops.
- Not from this area / No information
- 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.
- Packers and Commercial
- unsure. I don't take that route much.
- In their original spot. Transfer points north east south and west
- 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.
- No opinion- I neither live nor work along this route.
- Trash proposal
- Restore bus stop at Urgent Care on E. Washington.
- NA
- 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
- NA
- I'm too far from that particular Rapid Transit route to have a preference (if the C route ever got a Rapid Transit upgrade, I'd have opinions on stops, though).
- 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.
- Does not apply to me.
- Not sure what you mean by "station"
- Park St at Cedar to stop at the grocery store, in both directions. Folks need to catch the bus with groceries, not walk with them or steal the carts.
- East Washington & 1st Street - Add a bus house at Standard Apts
- 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.
- Not sure.
- 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.
- Park and Fish Hatchery Road intersection



- B Very good, keep
- Everything is fine.
- no opinion
- Airport
- need bus stop at Park/Buick and in front of Goodman Library if no stations there
- All services are good for everyone.
- 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)
- Na
- Even your questions are confusing, no wonder the new bus system is confusing.
- dont know
- Packers/Schlimgen(though the current spot where this stop is is a pretty small area and said station location would be challenging to build)
- The airport.
- 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!
- 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.
- Park St./ Fish Hatchery Rd.
- SSM Health St Mary's Hospital
- Park Street at Fish Hatchery Road
- Fitchburg Civic Campus (route extension)
- 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.
- Monona Dr. Broadway area
- Have not noticed yet
- 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!
- 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.
- 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.
- Too many to list.
- Not sure
- to soon to tell
- Nope! Not that I can think of at the moment! Will let you know though!
- None with respect to the proposed North/South BRT route.
- 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.
- 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
- There are very few safe crossings at Packers Avenue.. And buses should run again on Winnebago Street and atwood!

**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 from people with disabilities and people aged 65 and older include:<sup>42</sup>

<sup>42</sup> Responses such as "I don't know" and "N/A" have been removed from this list.

- Aberg Ave intersection seems like it would be a mess for pedestrians
- No sidewalks in Blooming Grove (areas between Milwaukee St. and highway 30)
- Not sure if it's a rapid spot but again unsafe to cross University and Norman Way intersection.
- Yeah. Then entire University Ave both east and west-bound outside of the campus part. Like by hilldale
- 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.
- East Washington stations are in the middle of a very busy road with dangerous crossings
- 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 that I can think of
- I live at 2239 Woodview Court there's no sidewalk to go to my building I have to travel on the street do I want to no
- Any places
- 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
- you already asked this. badger road between park st and fish hatchery
- During winter the lack of shoveling at some curb cuts made crossing difficult.
- Waste of money
- Metro is unreliable. Politicians should try riding system and walking in rain.
- This is going to be a shit show!
- Depends and probably definitely sooner than later
- 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.
- No
- 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.
- No.
- No
- No problems whatsoever that I have been made aware of
- Ridge St Kendall to University Ave
- will be farther to walk to downtown stations during events like Concerts on Square, art fairs, or during construction detours
- I agree with you on this.
- 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
- How about crossing E Washington Ave on the east-west route? Or any other busy street on either BRT route?
- 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 negotiate those red lanes?
- No sidewalk in my area.
- Seems good where I live.
- 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.
- None known
- 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 cross-

ing moments for young, older, and disabled, esp during the winter and less lit times of the day. What were you thinking????

- Wheelchair crossing to the middle of the road stations on Mineral Point road

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

Responses from people with disabilities and people aged 65 and older include:<sup>43</sup>

- Love the new changes as a whole!
  - 31 day automatic renewal?
  - 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.
  - 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 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 HECK do the solid lines & red spots mean on Whitney??
  - 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!
  - 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!
  - The bus doesn't come through My area anymore I'm elderly and the bus stop is too far now
  - 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.
  - 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 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.
  - I like the new online ordering of bus passes using a tappable and refillable card option
  - 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

43 Responses such as “N/A” and “not at this time” have been removed from this list.

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.

- 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 inaccurate online and in schedule.
- 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.
- 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.
- Yes. I live in the University Avenue corridor and work at Sequoia 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 hate the new system no bus service at night or weekends
- 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
- 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.
- More direct routes to University Hospital would benefit many people.
- 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
- 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!!

- 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
- Only allowing 5 minutes for bus rider where bus can be late. Missed being picked up many times
- 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.
- Thanks for the sustainable and cheap transportation. Sign of a well developed city
- 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.
- 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.
- 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.
- I appreciate my bus and its usual drivers. Thank you!
- Too many stops on the A-route.
- 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 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.
- 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.
- 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.
- 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.
- 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
- 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.

- Go back to how the routes were before June 2023. I've spoken to many many riders and NOBODY likes the changes that were made.
- 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.
- Service in Verona and the far west side that doesn't cater exclusively to Epic
- 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.
- Increased weekend frequencies would be very useful for me
- 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.)
- Weekend buses that leave from Verona would be appreciated
- BRT should have dedicated lanes for their entire trip
- 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-to-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.
- Can y'all go to the old one and open the transfer points again I like the old one better
- 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.
- 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
- I'd like to see 24/7 public transit.
- 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 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.
- I've been on the bus and there's no room for strollers it's crowded with kids going to school
- I cannot wait until we have technology that will replace the bus driver and let a robot drive the bus
- Evening commute of 3 (bus routes G,B,C/38) taking 30 min. to 1 hr from East Rusk avenue/Rimrock to Basset/Doty.
- Thank you for increasing bus service along Monroe Street and for adding early morning service at the weekdays before 6am on the D Line.
- Just more times going through Middleton.
- 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.
- 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.
- Again, get riders at the table. Stop making decisions if you're not the ones needing the system.
- 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.
- 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.
- I think the bus system would benefit from running the busses more often, people sometimes miss one and have to wait
- 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.
- Yes go back to the old way number 6 All the bus routes go back to numbers and destinations
- 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.
- 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 couldn't 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
- I was all in for new routes, but they ended up being much worse in the end. Please go back to the pre-

vious routes. They were confusing, but at least the people who need to ride the bus could actually ride it.

- 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.
- 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.
- Utilize the transit system for maximum efficiency to reduce costs and improve reliability for riders
- Please take into account how many remote workers there are now. I use bus less because of this.
- 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.
- 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.
- 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!
- 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.
- I still do not understand how these routes work together. The BRT and others. I've just stopped using the bus.
- 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!
- Rapid transit will cut out many citizens because they can't get there
- 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.
- 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.
- Can't wait to get back into the system, using BRT.
- Very good 80, B, F
- No, the transitions have been quite smooth for me.
- 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 looong 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
- 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.
- I think it would be good to have the route extend farther south to the Fitchburg City Hall.
- 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 no-

ticeably greater, although the vast majority of them are still really cool.

- Hope this works. Lots of hostility to BRT
- 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.
- I think the service is going well for all of us today and always.
- 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.
- 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.
- Why are you expanding bus services when the current buses aren't carrying many riders?
- 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.
- 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?
- 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.
- More service to Epic and they need to promote and provide incentives. The traffic, carbon foot print..... Etc are insane!
- The app needs to be improved and more accurate
- 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.
- 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 want BRT to go to Dane County Regional Airport
- The reduced speed limits are just making drivers mad, which makes them drive faster. Nobody slows down in school zones anymore.
- 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 BRT's current center Island design is terribly flawed for our winters & icy conditions.
- 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.
- 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
- 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



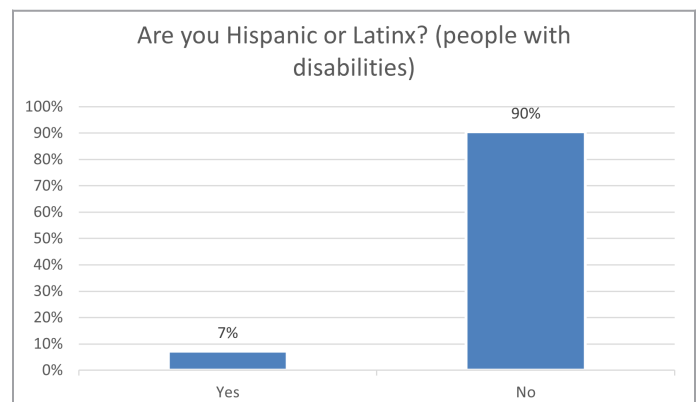
- The new system doesn't accommodate riders in residential neighborhoods. Have walk long distance and no sidewalks and service seems be only on busy roads. And getting to bus stops in many places too dangerous. I cannot use bus service as it exists along with many my neighbors because it's not safe getting to stop. Winter snow terrible because people don't have sidewalks shoveled in early morning.
- The 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 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.
- (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.
- 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 thre banners reading "GET OUT THE VOTE"!
- 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.
- 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)

Although survey results do not capture the full gamut or scope of rider sentiment, as this was a choice survey and people who are unhappy with a service are more likely to take time to respond to a survey, it is clear that many respondents with disabilities and/or 65 years or older feel that:

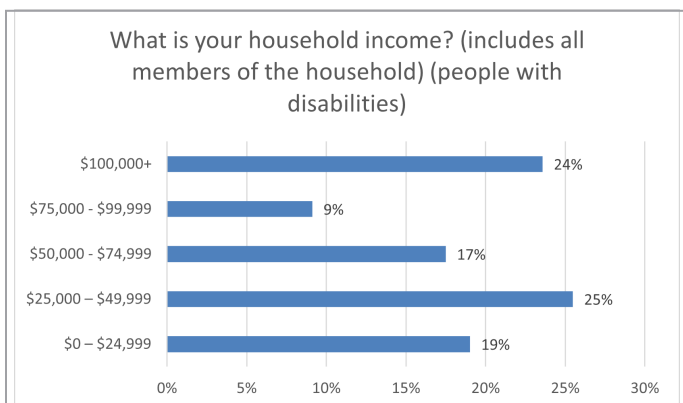
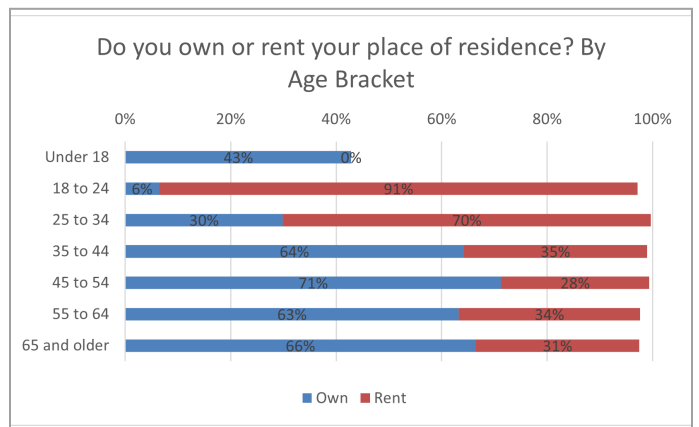
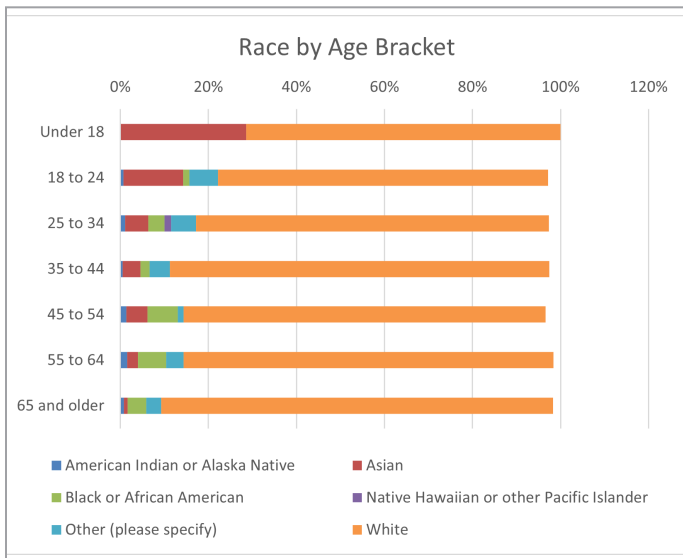
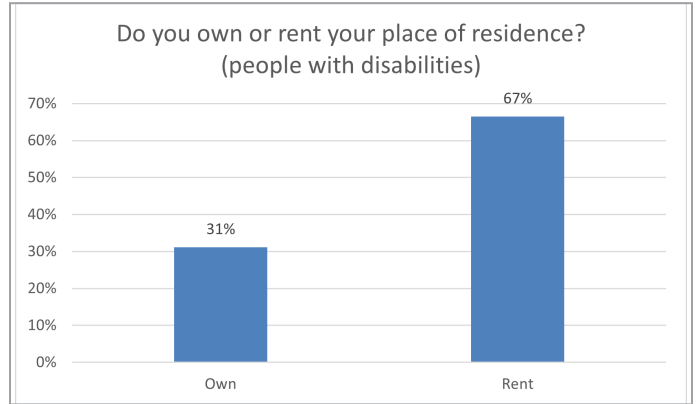
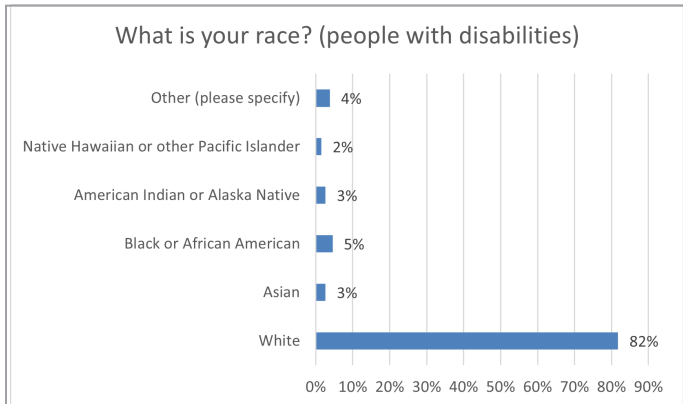
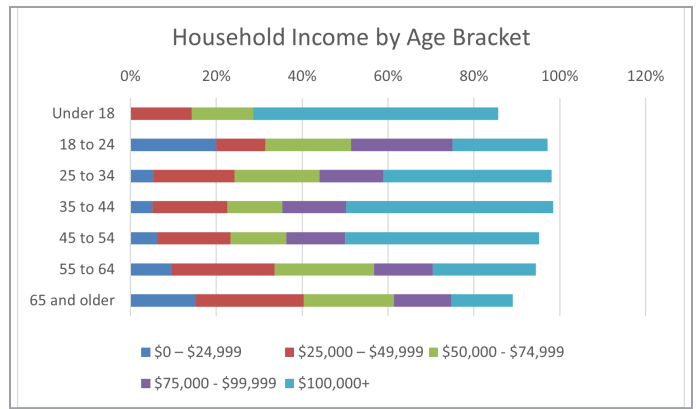
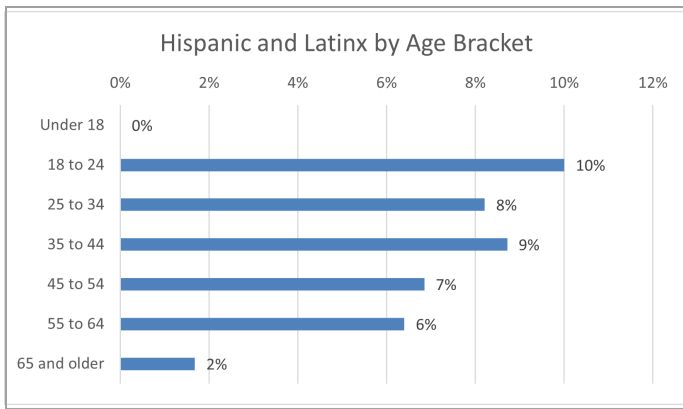
- Longer distances between routes and stops may be difficult or even impossible to navigate safely.
- The convenience of central Transfer Points to enabled safe and smooth transfers between routes.
- They concerned about how center-running BRT stations will be accessed safely.
- Routes with hourly or greater service headways are inconvenient to rely on and respondents would appreciate increased service frequency and would be able to use the transit system for more trips if buses were more frequent.
- Although there are many negative comments regarding the Transit Network Redesign and Bus Rapid Transit, there are also quite a few positive comments that support both the Transit Network Redesign and BRT.

Additionally, many respondents do not understand that under Wisconsin state law, each community served by Metro Transit must have a contract with Metro for that service and must provide financial support for that service; Madison resources do not fund service in Sun Prairie, Middleton, Fitchburg, or Verona, and each community must approve the service plan within their community and fund that service.

Summaries of the demographic profile of respondents with disabilities and those of respondents aged 65 and older follow.







## Forums/Conference

Although this is listed as a primary outreach method in the 2021 PPP, when MPO staff discussed the possibility of holding an in-person conference to discuss the Coordinated Plan and transportation needs for seniors and people with disabilities, stakeholder feedback was universally supportive of using online surveys and less time-intensive methods to gather feedback. Considering that staff and advocates working with seniors and people with disabilities are often working in close proximity to or with people with compromised immune systems, it is understandable that these groups would not be in favor of gathering in-person for conferences. Accordingly, this method of outreach and engagement

was not directly used in the development of this Coordinated Plan.

The FTA's [Framework for Action](#) is designed to be used in large-group discussions to help develop Coordinated Plans. This tool was modified by MPO staff to fit within the parameters of an online survey, which was distributed to 269 contacts maintained by the MPO to represent transportation providers, area non-profits serving older adults and people with disabilities, other for-profit service providers, health care providers, residential care providers, communities, education providers, and other stakeholders. Unfortunately, the 30 responses to this survey did not uncover any new transportation services, opportunities for enhanced coordination, or gaps or barriers to accessing transportation.

As part of the Framework for Action-based survey, respondents were asked to register for a virtual meeting to discuss identified gaps and needs. Four respondents registered for this meeting; Dane County's Mobility Manager, a representative of the Madison Metropolitan School District, a private specialized transportation provider, and President of Madison Area Bus Advocates (MABA), who uses a wheelchair. The contact information provided by the private specialized transportation provider was not a valid email address and MPO staff were unable to identify the correct address for this individual. Dane County's Mobility Manager, the President of MABA, the director of the MPO, and the MPO Project Manager for this plan met on Friday, August 16, 2024, to discuss gaps and needs in the human services transportation landscape in the Dane County. The MPO Project Manager reviewed the draft gaps and needs, which are essentially unchanged from the 2019-2023 Coordinated Plan; however, with the implementation of the Metro Transit Network Redesign and Bus Rapid Transit (BRT), the increased distances between routes and BRT stops decrease transit system accessibility for people with mobility impairments and other disabilities. Furthermore, the lack of centralized Transfer Points makes navigating the system more complicated and completing transfers more difficult for many of these individuals. No further gaps or needs were identified by meeting participants, and the President of MABA expressed agreement with the summary of gaps and needs provided during the meeting.

## Advisory Committees

Staff from the Dane County Department of Human Services, Metro, and Metro Paratransit served as the first layer of advisory review in the development of this Coordinated Plan. This group provided high-level guidance on plan process and review of the draft plan.

The Dane County Specialized Transportation Commission, which is one of two bodies that will adopt the final plan, also provided guidance on plan process and engagement strategies as well as reviewing the draft plan. This body is composed of Dane County Commissioners and representatives for: people with disabilities, transportation providers, older adults, and the MPO.

## Media Outreach

The MPO and Metro released a [joint press release](#) on May 23, 2024, regarding the public survey. Another press release regarding the availability of the draft plan for public review will be released.

## Focus Groups

To ensure that traditionally under-represented voices were considered in the development of transit plans under development in 2023-2024, the MPO partnered with Community Organizations to host Focus Groups with historically marginalized 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. The summary of the Disability Focus Group Survey is provided above in the Surveys section.

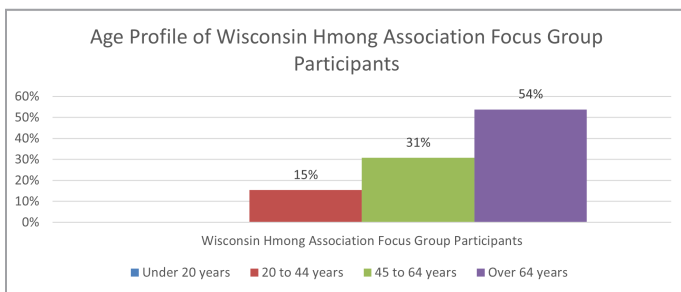
The one member of the public who attended the Access to Independence Focus Group commented that:

- Long distances between routes are barriers for those who live in the gaps between them.

- A lack of Accessible Pedestrian Signals (with audible, visual, and vibrotactile signals) is a barrier for those who rely on non-visual information.
- Protection from prevailing winter winds should be provided at bus stops, particularly those exposed to winds off lakes.
- Inbound route D2 riders can't reasonably transfer to eastbound routes A or B.
- More frequent service is needed on route L, which is not useful currently due to long headways (approximately 80 minutes).

The Wisconsin Hmong Association Focus Group was well-attended by elders, as shown below.

**Age Profile of Wisconsin Hmong Association Focus Group Participants**



The biggest concern participants brought up was regarding safety, especially for elderly Hmong citizens. The group shared the perception that Asian hate is on the rise<sup>44</sup>, and Hmong community members could be targeted for theft and assault. Participants didn't think panic buttons seemed very useful to address this, 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.

Although participants indicated that they are glad that the transfer points have been eliminated as they were perceived as unsafe, they are upset there aren't more shelters and benches available. This is especially problematic for senior citizens.

Many participants were interested in the Dane County Group Access Service and Rural Senior Groups Trip programs and were not previously aware of them.<sup>45</sup>

<sup>44</sup> During the Covid-19 pandemic anti-Asian hate crimes increased [339% between 2020 and 2021](#), but decreased [33% from 2021 to 2022](#). Although 2023 figures have not been released, it seems unlikely that anti-Asian hate crimes have decreased to pre-pandemic levels.

<sup>45</sup> Dane County's 2024 application for Section 5310 funding in 2025 includes a budget line item for marketing of the Call Center and available transportation options.

# Appendix B: Notice of Availability for Public Comment

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Posted to the Greater Madison MPO website on September 16, 2024.

## WHAT'S NEW AT MPO

### [MPO Releases Draft 2024-2028 Coordinated Public Transit-Human Services Transportation Plan](#)

The Greater Madison MPO has released the Draft 2024-2028 Coordinated Public Transit-Human Services Transportation Plan for Dane County. Comments on the Draft Plan can be submitted by October 18, 2024, by email to [Ben Lyman](#) or by mail.

The Greater Madison MPO Policy Board is anticipated to take action on this plan at the November 6, 2024, meeting. Links to agendas and meeting registration are posted to the MPO website one week before the meeting.

## **Coordinated Public Transit – Human Services Transportation Plan**

### [DRAFT 2024-2028 Coordinated Public Transit - Human Services Transportation Plan for Dane County](#) (PDF) (17 MB)

The Greater Madison MPO has released the Draft 2024-2028 Coordinated Public Transit—Human Services Transportation Plan for Dane County. Comments on the Draft Plan can be submitted by October 18, 2024 by email to [Ben Lyman](#), or by mail to: Greater Madison MPO, 100 State St. Ste. 400, Madison, WI 53703.

### [2019-2023 Coordinated Public Transit - Human Services Transportation Plan for Dane County](#)

The Coordinated Public Transit - Human Services Transportation Plan for Dane County serves as the locally developed coordinated plan for projects funded under the Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program. It was developed through a process that included representatives of public, private, and non-profit transportation and human services providers and participation by members of the public.

# Appendix C: Resolution Adopting the 2024-2029 Coordinated Public Transit - Human Services Transportation Plan for Dane County

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TO BE ADDED



## Appendix D: Transit Providers

### Fixed Route Bus and Paratransit

Name	General Service Area	Hours of Operation	Eligibility	Description	Funding Sources	Contractors
<b>Metro Transit Fixed-Route (City of Madison)</b>	Madison, Fitchburg, and Middleton	5:30a-midnight*	Public	Fixed-route transit service with supplementary peak-period commuter service	Fares, 5307, 5339, WI 85.20, Municipal	None
<b>Metro Transit Paratransit (City of Madison)</b>	Madison, Fitchburg, and Middleton	5:30a-midnight	People with disabilities	Curb-to-Curb accessible paratransit service	Fares, 5307, WI 85.20, Federal/ State Medical Assistance, Local	First Student, Transit Solutions Inc., Quality Transit
<b>Monona Transit</b>	Monona and Madison	Express: 5:50a-9a; 3:20p-7p M-F Lift: 8:30a-3:15p M-F	Public, elderly/ disabled for deviation	Fixed-route peak-period commuter service and mid-day point-deviation scheduled service	Fares, WI 85.20, Local	First Transit

### Taxi Service

Name	General Service Area	Hours of Operation	Eligibility	Description	Funding Sources	Contractors
Union Cab	Dane County and Southern Wisconsin	24 hours, year round	Public	Reserved taxi service (accessible service is available)	Fares	None
Madison Taxi	Dane and surrounding counties	24 hours, year round	Public	Reserved taxi service (accessible service is not available)	Fares	None
Stoughton Transit	Stoughton and surrounding area (3 mile radius)	6a-6p M-TH 6a-7p F-Sa 9a-2p Su	Public	Shared-ride taxi service subsidized by the City of Stoughton (accessible service is available)	Fares, WI 85.20, Municipal, 5311, 5310	Operated by Running, Inc.

## Intercity Transit

Name	General Service Area	Hours of Operation	Eligibility	Description	Funding Sources	Contractors
Amtrak	International	Two daily trips with service to the Twin Cities, Milwaukee, and Chicago	Public	Thruway (bus) ticketing available to/from Madison	Fares, Federal, State	None
Dane County Airport	National	4a-12a daily	Public	Direct flights to destinations around the U.S.		N/A
Badger Bus	Madison and Milwaukee	4:30a-11:30p	Public	Four (Monday-Thursday and Saturday) or six (Friday and Sunday) trips to Milwaukee	Fares	None
FlixBus	National	24 hours, year round	Public	Multiple daily trips to Chicago, Milwaukee, and Minneapolis	Fares	Jefferson Lines
Greyhound	International	24 hours, year round	Public	Daily service to Chicago, Milwaukee, Minneapolis, and beyond	Fares	None
Jefferson Lines	Regional	9a-7p daily	Public	Once daily service to La Crosse and Minneapolis	Fares, 5311	None
Lamers Bus Lines	Wisconsin	9a-6p daily	Public	Daily service to Dubuque, Wausau, Green Bay, and 18 other communities	Fares, 5311	None
Megabus/Coach USA	Regional	24 hours, year round	Public	Multiple daily trips to Chicago and Minneapolis	Fares	None
Van Galder Bus/Coach USA	Madison, Janesville, Rockford (IL), South Beloit (IL), and Chicago (IL)	24 hours, year round	Public	Seventeen daily trips to Janesville, S. Beloit, Rockford, and Chicago	Fares	None

## Specialized Transportation Services

Name	General Service Area	Hours of Operation	Eligibility	Description	Funding Sources	Contractors
<b>Group Access Service (GAS)</b>	Madison, Middleton, and Monona	Daily	Seniors 60+ and people with disabilities who live in their own homes/ apartments	Routed group transportation service to nutrition sites, community centers, grocery and general shopping, etc.	Fares, Dane Co, City of Madison	Transit Solutions
<b>Rural Senior Group Transportation Service (RSG)</b>	Dane County, outside of Madison Urban Area	Daily	Seniors 60+ and people with disabilities who live in their own homes/ apartments	Routed group transportation service to nutrition sites, community centers, shopping, etc.	Fares, Dane Co, Community Aids, WI 85.21	Capitol Express, Care Van, Colonial Club, Transit Solutions
<b>Rural Access Program for Persons with Disabilities</b>	Rural Dane County	Daily	People with disabilities who live in their own homes/ apartments	RSG access for people with disabilities	Fares, WI 85.21	
<b>RideLine Service</b>	Rural Dane County	Daily	People with disabilities who live in their own homes/ apartments	Rides for work and training	Fares, State Community Aids, WI 85.21	
<b>Specialized Transportation Services (STS)</b>	Dane County	Daily	People 18+ with developmental, cognitive, or mental health disabilities	Group rides to specified vocational centers and work places	Fares, Dane Co, Community Aids, Federal/ State Medical Assistance, City of Madison, WI 85.21	Capitol Express, Care Van, DD Tours, Transit Solutions, We Care
<b>Retired &amp; Senior Volunteer Program (RSVP) Driver Escort Service</b>	Dane County	Daily	Seniors 60+, people with disabilities, and veterans and family members	Door-through-door rides to medical appointments and other necessary services by volunteers in their own cars	Dane Co, City of Madison, Federal Older Americans Act, WI 85.21, 5310	
<b>Veteran's Transportation</b>	Dane County	Daily	Veterans (regardless of discharge status)	Rides with scheduled stops to appointments and services, free bus passes	Dane Co	Dryhooch

<b>Name</b>	<b>General Service Area</b>	<b>Hours of Operation</b>	<b>Eligibility</b>	<b>Description</b>	<b>Funding Sources</b>	<b>Contractors</b>
<b>Older Adult Transportation Assistance Program</b>	Rural Dane County	Daily	Seniors 60+ who live in their own homes/ apartments	Door-to-door service to appointments and services that are not covered by other transportation programs	Fares, Dane Co, WI 85.21	
<b>Supplemental Medical Transportation Assistance Program</b>	Dane County	Daily	Seniors 60+, people with disabilities, and other income-eligible people who live in their own homes/ apartments	Trips to medical treatments which are frequent, are of long duration, or are 25 miles or more from the patient's home	Fares, Dane Co, Community Aids, WI 85.21	
<b>Caregiver Transportation Assistance Program</b>	Dane County	Daily	People caring for older adults or grandparents raising children	Rides for the caregiver or person cared for to services which support the caregiver's ability to continue to provide care	Fares, Federal Older Americans Act	
<b>YW Transit JobRide</b>	Madison Area	24 hours, year round	Rides prioritized by income and need	Rides to employment and employment related activities	Fares, 5316, City of Madison, Dane Co., WI DWD, YWCA	None
<b>Statewide Non-Emergency Medical Transportation</b>	Wisconsin	Daily	Medicaid recipients and BadgerCare enrollees	Medical rides for qualified individuals	Federal, State	MTM, Inc.

**Other NEMT Providers**

Name	General Service Area	Hours of Operation	Eligibility	Description	Funding Sources	Contractors
<b>Fico Skye Transportation</b>	Columbia, Dane, Rock, and Surrounding Counties	6:00a - 5:00p M-F	Public	Non-Emergency Medical Transportation	Fares, 5310	None
<b>We Care Transportation</b>	Dane County	6:00a - 4:00p	Public	Non-Emergency Medical Transportation	Fares	None
This listing only includes NEMT providers that requested to be included; other providers did not respond to requests for information or requested that they not be included in this listing.						





**GREATER MADISON  
METROPOLITAN  
PLANNING ORGANIZATION**

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