

## 2012 MCTS Service Changes

### Frequently Asked Questions

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Last updated: December 2, 2011

MCTS appreciates the diligent work of the County Executive and County Board to finalize the 2012 transit budget. Through CMAQ grants, MCTS was able to introduce new express service to maintain the majority of the current service levels even though State funding will be reduced by 10% in 2012 and 2013. The following should answer some of the questions you may have regarding upcoming changes.

#### **When will the bus schedule changes go into effect?**

The change in services will begin on Sunday, January 29, 2012.

#### **When will route schedules be available?**

Schedules will be available on our website, RideMCTS.com, by January 12, 2012. Printed schedules will be placed on buses, in information racks and sent to libraries and other locations by January 25, 2012. It is a short amount of time from when the budget is set to implementation of changes. We will work as quickly as possible to prepare the information on routes.

#### **Are there any fare increases?**

Transit Plus service will increase 75 cents from \$3.25 to \$4.00. The Commuter Value Pass will increase from \$195 per quarter to \$201. Both will occur on January 1, 2012.

#### **How will I know what bus stops are changing?**

If a bus stop for a route is being eliminated, a temporary sign will be posted at the stop in early January. For all other changes, please read this special issue of Bus Lines carefully, review route guides (printed or online) or call MCTS Customer Service at 414-344-6711. All permanent bus stop sign changes will be made by January 29 when service begins. Due to the number of bus stops changing, we will be unable to put up temporary signs at bus stops that are being replaced by another route.

#### **What are the names of the new routes?**

MetroEXpress buses are:  
RedLine (Capitol Drive)  
BlueLine (Fond du Lac-National)  
GreenLine (Bayshore-Airport)

## **What makes it an express service vs. local service?**

Bus stops are spaced further apart with express service to provide quicker bus service for passengers. In general, regular service means bus stops are generally placed every 1/8 of a mile. Express bus stops would be spaced every 1/2 mile when there is another bus route on the street. However, when there is no other bus route, stops will be spaced every ¼ of a mile.

## **Why did other routes change when you added express bus routes?**

Some service changes will be necessary with the introduction of express bus service to avoid substantial cuts, duplication of bus service or reductions in transit service system wide.

### **Decision on Routing**

If we would not have received the CMAQ funding, potentially, 21 bus routes could have been eliminated. This would have been devastating to the transit system. We are thankful for the County and their creative approach to maintain as much service as possible.

Our overall methodology for making necessary changes includes:

- Maintain access to job corridors and public service. We want to get people to their jobs
- Minimize loss of service to transit dependent areas
- Consider availability of alternate service
- Simplify routes where possible
- Increase overall efficiency of service provided
- Minimal elimination of service on lowest producing routes or segments
- Reduce service frequency on low producing route segments
- Remove or modify branching of routes

## **What are the fares for the new MetroEXpress bus routes?**

MetroEXpress fares will be the same as riding a regular route - \$2.25 adult cash, \$1.10 for Seniors, Children and Individuals with Disabilities. Weekly pass, monthly pass, adult fare tickets, Freedom Pass, CVP and U-PASS are also valid on express services.

## **Will bike racks be on express routes?**

Yes, all MCTS buses have bike racks.

## **Service Hours & Frequency of MetroEXpress**

### **RedLine (Capitol Drive)**

- Service will operate roughly 4:30 am to 12:30 am, seven days a week
- Frequency –Weekday: 15-20 minutes, Saturday: 25-30 minutes & Sunday: 25-30 minutes

### **BlueLine (Fond du Lac-National)**

- Service will operate roughly 4:30 am to 2:00 am, seven days a week
- Frequency –Weekday: 15-30 minutes, Saturday: 30-45 minutes & Sunday: 30-45 minutes

### **GreenLine (Bayshore-Airport)**

- Service will operate roughly 4:30 am to 2:00 am, seven days a week
- Frequency – Weekday: 10-15 minutes, Saturday: 20-25 minutes & Sunday: 25-30 minutes

### **Combined Frequency for MetroEXpress Buses and Routes 62 & 23**

*Keep in mind the regular Routes 23 & 62 provide additional service times (on a portion of the route) which have been coordinated with the MetroEXpress schedules.*

**RedLine & Route 62 combined frequency:** Weekday: 10-15 minutes, Saturday: 10-15 minutes & Sunday: 15-20 minutes

**BlueLine & Route 23 combined frequency:** Weekday: 10-15 minutes, Saturday: 15-20 minutes & Sunday: 15-20 minutes