

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

FAX: (608) 267-8778

mymetrobus@cityofmadison.com
www.cityofmadison.com/metro

Mission, Goals and Objectives

It is the mission of Metro Transit, through the efforts of dedicated, well-trained employees, to provide safe, reliable, convenient, and efficient public transportation to the residents and visitors of the Metro service area.

Metro Transit is responsible for the operation, planning, development, and coordination of the various elements of public transit for the Madison urban area. These responsibilities include both regular and paratransit service.

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

Rachel Johnson, Transit Chief Administrative Officer (608) 261-9976

Allisa Brown, Transit Human Resources Manager (608) 266-6506

Thomas Kimble, Transit Finance Manager (608) 267-8766

Vacant, Transit Information Systems Coordinator (608) 267-8757

Mick Rusch, Acting Transit Chief Development Officer (608) 266-6532

Jessy Stammer, Transit Marketing & Customer Service Manager (608) 266-6545

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

Ayodeji Arojo, Transit Chief Operations Officer (608) 264-9245

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

Phil Gadke, Transit Operations Manager (608) 267-8762

Jennifer Wiegert, Transit Operations Manager (608) 267-8769

Tyson Roessler, Transit Chief Maintenance Manager (608) 264-9264

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

Josh Marty, Transit Maintenance Manager (608) 266-9076

Contacts

Topic	Contact
Accessible Information Request	(608) 266-4466 / 711 WI Relay
Accounts Payable	(608) 266-4813
Accounts Receivable	(608) 267-8770
Advertising on Buses	(608) 267-8771
Affirmative Action Designee	(608) 266-6506
Budget Information	(608) 267-8766
Building & Grounds Maintenance	(608) 267-8763
Bus Shelter Maintenance	(608) 267-8763
Bus Stop and Shelter Requests	(608) 261-4289
Customer Feedback: General	(608) 266-4466
Customer Feedback: Paratransit Service	(608) 266-4466
Customer Feedback: Supplementary School Service	(608) 266-4466
Customer Service Center	(608) 266-4466 / 711 WI Relay
Daytripper Program for School Groups	(608) 266-4466
Detours for Construction and Special Events	(608) 261-9633
Elderly/Disabled Reduced Fares	(608) 266-4904
Elderly/Disabled Service	(608) 267-8654
Financial Analysis and Related Reports	(608) 267-8766
Grants Administration	(608) 266-6538
Information (Customer Service Center)	(608) 266-4466
Labor Agreement	(608) 261-9976
Land Use, Transit Review	(608) 261-4289
Lost and Found	(608) 266-6524
Maintenance of Buses and Support Equipment	(608) 267-8781
Marketing Program, Promotions, Public Relations	(608) 266-6532
NTD Data (FTA Section 15)	(608) 266-6599
Paratransit Customer Information	(608) 266-4466 / 711 WI Relay
Parts Inventory, Shipping, Receiving	(608) 267-8790
Payroll	(608) 267-8690
Personnel	(608) 266-8751
Planning	(608) 266-6599
Purchasing	(608) 266-4717
Route and Schedule Planning, Coordination and Monitoring	(608) 266-6599
Safety Programs	(608) 266-5961
School Routes and Schedules, Complaints	(608) 266-4466
Supervisor - Bus Drivers	(608) 266-6594
Supervisor - Customer Service	(608) 261-9616

Topic	Contact
Supervisor - Maintenance	(608) 267-8781
Ticket/Pass Sales	(608) 267-8770
Transfer Point Maintenance	(608) 267-8763
Transportation Commission - Agenda/Minutes and Meeting Schedule	(608) 267-8751
Worker's Compensation (transit employees)	(608) 266-8751