

2025

# OUR CITY OF MADISON



## Department of Transportation Alder and Resident Frequently Asked Questions (FAQ) & Answers

Tom Lynch PE PTOE PTP AICP – Former Director of Transportation  
New Director soon to be announced

CITY OF MADISON

# FAQ Overview

Inclusive – Innovative – Thriving



# Frequently Asked Questions

Alders and Residents commonly ask our agency the following questions:

## Questions

How does the Department of Transportation relate with Traffic Engineering, Metro Transit, and Parking?

How does the Department of Transportation relate and work with City Engineering?

How does the Department of Transportation relate and work with DPCED?

Other specific questions about detailed operations will be included presentations of other DOT Divisions

# FAQ Answers



# How does the Department of Transportation relate with Traffic Engineering, Metro Transit, and Parking?

- The Department of Transportation was created in 2018 by combining Traffic Engineering, Metro Transit, and Parking – each became a division within the DOT. Reasons for forming a DOT include:
  - To provide coordinated transportation policy and implementation (eg reduce silos). Example - BRT
  - To expand the transportation planning and policy capacity within the divisions. Example – Amtrak, Complete Green Streets, VZ
  - To reduce the number of transportation related BCCs, moving from 5 to 1.

# How does the Department of Transportation relate and work with City Engineering?

- *Generally* the DOT determines transportation policy, and helps allocate street space. City Engineering is involved in the implementation of transportation project.
- On all projects, DOT and City Engineering work closely on interagency teams.

## Example DOT Functions/Projects

- Street striping, lane configuration & allocation, accommodations, etc.
- Signals, signs, lighting
- Safe Streets Madison – Vision Zero
- Complete Greet Streets policy and application
- Metro Transit service
- Bus Rapid Transit
- Intercity Bus Terminal
- Lake Street Garage Replacement
- Amtrak station

## Example City Engineering Functions/Projects

- Preparing plans and specs, bidding, and overseeing construction of street projects
- Major street projects with federal funds (eg University Ave.)
- Stormwater studies and projects.
- Building and facilities projects.
- Some operations (maintenance) functions
- TIP/CIP



# How does the Department of Transportation relate and work with DPCED?

- The DOT works with DPCED divisions on several joint projects/responsibilities
  - Planning – Area Planning Efforts – streets and layout
  - Planning – Development review and approval – streets and layout
  - Planning – Interaction with outside bodies (WisDOT, etc.)
  - Economic Development – Joint use projects (PPP), ex Wilson garage, future Lake Street garage, future redevelopment of the Brayton lot.
  - Real Estate – Purchase of property for DOT projects, leases, etc.

# How Our Agency Provides Customer Service





# We Provide Customer Service By...

## Transportation



Each DOT Division will provide more detail on how to interact with them

To develop and maintain a safe, efficient, economical, equitable, and sustainable transportation system for Madison's residents and visitors in a way that is consistent with the City's land use system and regional transportation goals.



[Traffic Engineering](#)



[Parking](#)



[Metro Transit](#)



[Initiatives](#)

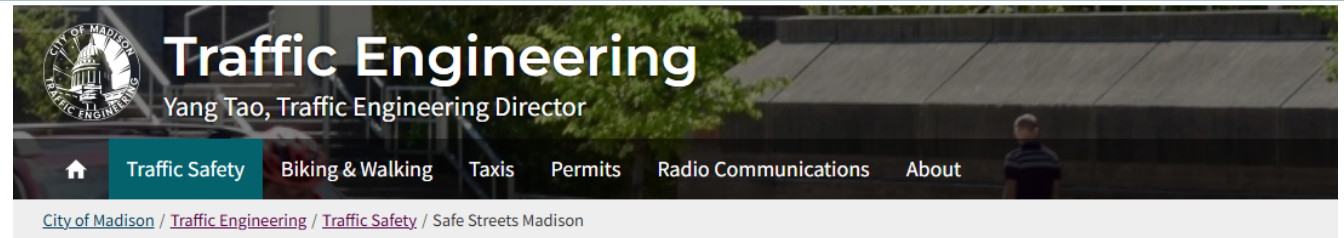


[Budget FAQs](#)

# We Provide Customer Service By...

## Traffic Engineering

### Main Traffic Engineering web page



### Report a Problem

Report non-emergency issues to City staff.

If it is an emergency, please **call 911**.



[Request a Safety Improvement](#)



[Parking Violations](#)



[Potholes](#)



[Speeding](#)



[Traffic Signals, Lights, and Signs](#)



[Report a different problem](#)

[Traffic Signals and Street Lighting](#)



Learn more about the process by reading the Safe Streets Madison [Report](#)

PDF

### Safe Streets Madison web page

### Safe Streets Madison

The program works to improve traffic safety and make streets more accessible for everyone. Streets should be safe for transit, bike and drive.

### High Injury Network

The High Injury Network (HIN) is used to determine where the most accidents are most needed.

We expect the proposed change to improve the issue.

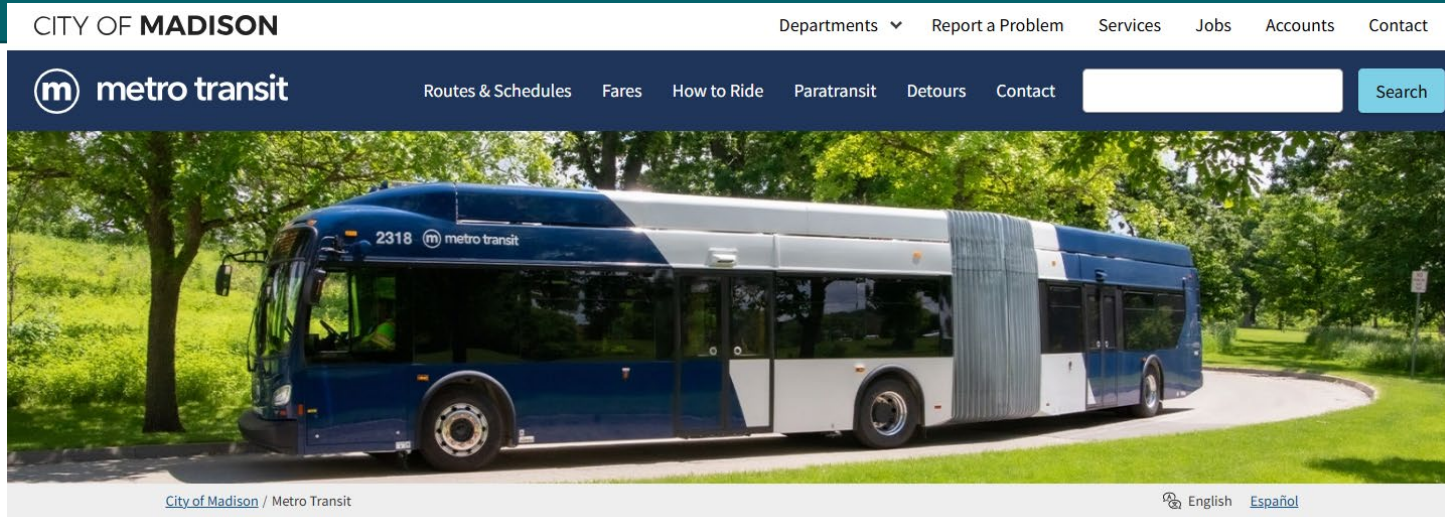
**600+ requests**

The program ensures traffic safety measures in a fair and equitable manner, addressing crashes and serious injuries on City streets. Prioritizing underserved communities.

at

# We Provide Customer Service By...

## Metro Transit



Web page

## Contact Us

### Questions or Comments?



[Call us](#)

(608) 266-4466



[Send us an email](#)

[mymetrobus@cityofmadison.com](mailto:mymetrobus@cityofmadison.com)



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### Bus Tracker

Plan your trip, track your bus, and get real-time arrival info.

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A new way to pay! Set up your online account to get started.

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Service alerts and mobile apps for trip info on the go.



[Accessible Services](#)

We're committed to providing accessible services.



# We Provide Customer Service By...

## Parking Division

CITY OF MADISON

Departments ▾

Report a Problem

Services

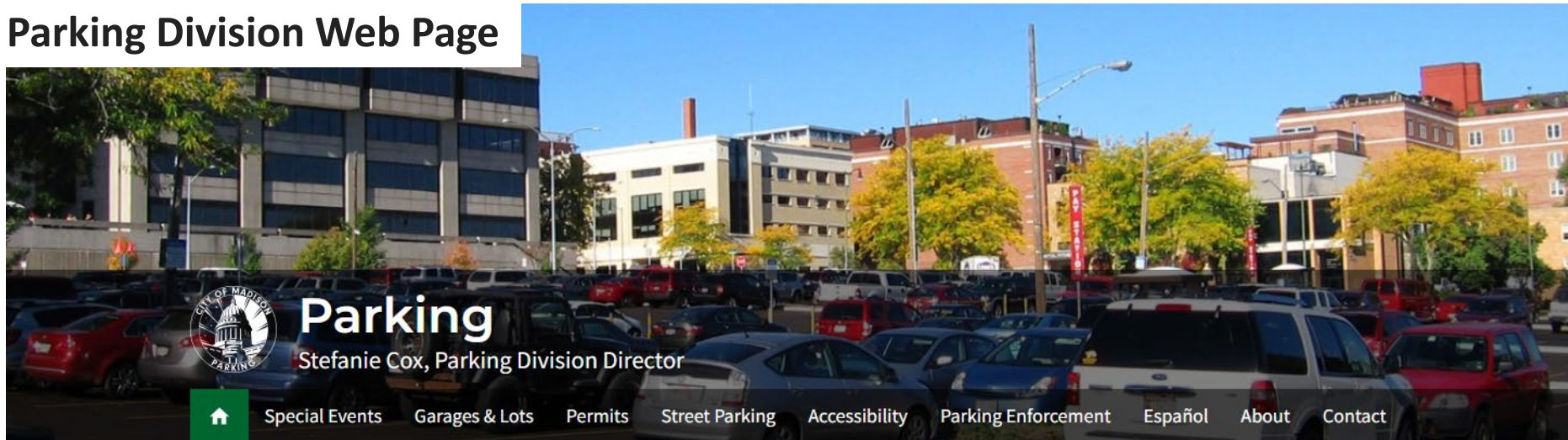
Jobs

Accounts

Contact

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### Parking Division Web Page



[City of Madison](#) / Parking



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[Current Parking Availability](#)



[Mobile Pay Meters](#)



[Parking Enforcement](#)



[Pay a Parking Ticket](#)



[Road Closures](#)

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# OUR CITY OF MADISON



## Stay Connected!

Tom Lynch PE PTOE PTP AICP – Former DOT Director

**New Director soon to be announced.**

608-266-6546

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