

# MILWAUKEE COUNTY TRANSIT SYSTEM

## 2017 ANNUAL STATISTICS

### FAST FACTS

|           |       |
|-----------|-------|
| Routes    | 59    |
| Buses     | 405   |
| Employees | 1,110 |
| Shelters  | 797   |
| Stops     | 5,300 |



MCTS is the first transit system in the state with an app that allows passengers to use an e-ticket to ride the bus.

### 2017 FUNDING SOURCES

- 49% = State Funds
- 28% = Passenger fares and other revenue
- 15% = Federal Funds
- 8% = Local Funds

### 2017 HIGHLIGHTS

**Fleet upgrades:** In 2017 MCTS took delivery of 15 New Flyer buses and began installation of a new Automatic Passenger Counting system on a subset of the fleet. MCTS also procured a new electronic pre-trip inspection system that will ensure safe operations and timely defect repairs across the fleet.

**Playing it SAFE:** MCTS developed and rolled out an electronic system to collect and analyze accident data called SAFER (Safe Accountable Focused Effective Reporting System). Operators now electronically enter all accident reports at work locations and route supervisors enter accident reports from their vehicles using laptops. SAFER reveals trends that help reduce preventable accidents while streamlining the data collection process and eliminating wasteful paper copies.

**BRT:** East-West Bus Rapid Transit (BRT) is Milwaukee County's planned 9-mile, regional, modern transit service connecting major employment, education and recreation destinations through downtown Milwaukee, Milwaukee's Near West Side, Marquette University, Wauwatosa and the Milwaukee Regional Medical Center. BRT would provide improved access to the region's most vital, most traveled and most congested corridor. This project is currently in the project development stage.

### STATISTICS



**34,606,044**  
Total Bus Rides



**526,411**  
Paratransit Rides



**2,498,088**  
U-PASS Rides to Students



**18,219,947**  
Total Miles Served



**1,387,359**  
Total Bus Hours



**270,000**  
Rides to State Fair and Summerfest

WHAT OTHERS ARE SAYING

# ABOUT TRANSIT IN MILWAUKEE

# \$342 M

a year in economic  
benefits for the  
community.

## THE ROAD AHEAD

The most recent WisDot Transit Management Performance Review found MCTS is an efficient transit system with dedicated employees that is hampered by inadequate capital and operations funding. It calls urgent attention to the need for capital planning due to aging facilities and vehicle replacement requirements but the lack of dedicated funding prevents MCTS from moving forward with meaningful capital improvement planning and execution. State and Federal funding levels have remained level and local funding produced challenges for 2018.

To rise to those challenges, MCTS is currently looking at consolidating operations to two facilities down from three as well as other cost saving measures such as converting to LED lighting and installing energy efficient doors. MCTS is also evaluating a major route redesign to provide faster, more frequent service levels in key corridors without increasing operating costs. Volkswagon settlement money may help provide an additional one-time cushion in addition to these initiatives, however long range stability is needed.

# 92%

of riders feel MCTS  
nearly meets, meets  
or exceeds their  
needs.

### MCTS is extremely efficient -

MCTS' cost per passenger trip is lower than the national peer average by \$1.

*-2016 WisDOT Transit System  
Management Performance Review*

### MCTS helps the community -

We believe that the BRT service can help promote job access to inner-city communities and will promote Milwaukee to become increasingly transit-friendly."

*Rev. Marilyn Miller, Milwaukee  
Innecity Congregations Allied for  
Hope (MICAH)*

# 85%

of Milwaukeeans  
support an expansive  
Rapid Transit  
System.

### MCTS is outperforming its peers -

According to the "Access Across America" study, Milwaukee is the 12th best city in accessibility to jobs by transit. Milwaukee is ranked higher than many larger cities including Atlanta, Dallas, Houston, Miami and San Diego.

# 80%

of riders say MCTS  
drivers are helpful  
and friendly.

### MCTS provides great service -

BRT is a promising transit model that could supplement our existing transportation infrastructure in a way that is technologically reliable, flexible, and cost effective.

*Steve Baas, Senior Vice President,  
MMAC*

# 46%

of MCTS riders state  
their primary reason  
for riding the bus is  
to get to work.

