

TRANSITPLUS
PARATRANSIT SERVICE

RIDER'S GUIDE

Introduction to Transit Plus Program

SERVING THE TRANSPORATION NEEDS OF PERSONS WITH DISABILITIES IN MILWAUKEE COUNTY

TRANSITPLUS
PARATRANSIT SERVICE

QUICK REFERENCE

Transit Plus Office

Phone Number
(414) 343-1700
Email: TPcomments@mcts.org

Address
1942 N. 17th Street
Milwaukee, WI 53205

Van Service

Transit Plus van service is provided by Transdev. Call Transdev for all trip requests. Van trip reservations can be made from 8:00 am until 4:30 pm, seven (7) days a week, 365 days a year.

TRANSDEV
(414) 817-9860

Customer Service

To give feedback about your Transit Plus service, you can contact us in the following ways:

- Transit Plus Customer Service line at (414) 343-1700 Monday through Friday from 8:00 am to 4:30 pm. Voicemail is available at this number 24 hours a day, seven (7) days a week, 365 days a year.
- Fill out our online form at TPFeedback.MCTS.org
- In addition, you may also contact the Milwaukee County Executive's Office for Persons with Disabilities, call (414) 239-5679 or fax (414) 289-5750 for assistance.
- To ensure we can properly investigate your concern, please provide as much detail as possible. Having this information will help us understand how we can help improve your service experience.

TRANSIT PLUS

MILWAUKEE COUNTY PARATRANSIT SERVICES

WELCOME ABOARD!

Milwaukee County Transit System takes pride in providing the Transit Plus ADA paratransit program to the community. Every day, Transit Plus helps persons with disabilities get to the important places they need to go such as work, medical appointments, and many other destinations. Our service allows people with disabilities to participate more fully in their community, enriching lives and extending mobility and independence throughout Milwaukee County.

You may be new to this program and may have questions about how it works. We invite you to read this entire guide which explains many program details, such as who qualifies, what services are available as well as our safety requirements. Additionally, it provides information on how to make ride reservations, and how to provide feedback about your service experience.

If you still have questions after reading this booklet, please contact us at 414-343-1700. We are here to help. Our aim is to provide you or your family member with accurate information as well as safe, reliable transportation services.

If you would like this booklet in an alternative format, please call 414-937-3256.

Sincerely,

MCTS Transit Plus Team

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Program Information

Americans With Disabilities Act (ADA)

In 1990, the Americans with Disabilities Act (ADA) was signed into law. The ADA prohibits discrimination against people with disabilities and specifies that all people have a right to use available public transportation. Persons who are not able to independently ride public buses due to a disability must be provided with comparable service (paratransit) for their transportation needs.

Transit Plus

Transit Plus paratransit service provides door-to-door, shared ride public transportation to people who can't use the fixed route bus system all or some of the time due to temporary or permanent disability. Transit Plus is available year-round with comparable operating hours to MCTS buses. Customers schedule their trips on Transit Plus 1 to 7 days in advance and are given a pick-up window for their van's arrival. Transit Plus travel times are similar to the same trip taken on local fixed-route buses and you'll travel with other customers going in the same general direction. Drivers are required to provide assistance for riders from the first exterior door of their departure location through the first exterior door of their destination.

Paratransit, like other public transportation services, may not meet all the needs of persons with disabilities, and it does not function as emergency medical or human service transportation.

Milwaukee County Transit System

Milwaukee County Transit System has a wheelchair accessible fleet to meet the transportation needs of persons with disabilities who have the necessary mobility skills to use accessible buses. Wheeled mobility devices with up to a 30-inch wheelbase can be accommodated. Drivers are trained in passenger assistance and mobility device securement techniques. For accessible route and schedule information, go to the MCTS website at RideMCTS.com or call the Bus Line at (414) 344-6711.

Transit Plus riders are eligible for Reduced Fare on MCTS buses using their Transit Plus WisGo card or the UMO App. Transit Plus riders are encourages to use the bus whenever their disability allows as a safe, same day, cost effective alternative to Transit Plus service.

Mobility Management Program

The goal of the mobility management program is to promote and enhance accessibility to public transportation for seniors and persons with disabilities. Key components of the program include:

- **Travel Training –** This free service provides group and individual travel training for those individuals who wish to learn how to ride MCTS buses. For more information, visit the Travel Training page on the MCTS website: www.ridemcts.com/accessibility/travel-training, or call (414) 937-3256.
- **Trip Planning –** Riders can call (414) 937-3256 for MCTS bus trip planning assistance and training on the UMO app or can use the Trip Planning Tool at ridemcts.com.
- **Wheelchair Boarding/Securement –** This program provides bus riders the opportunity to practice boarding a parked bus with their mobility device. A travel trainer is present to provide tips for smooth boarding. Riders can practice until they feel comfortable.

- **AIRA Wayfinding App –** MCTS is partnering with AIRA to provide wayfinding service along bus routes for MCTS riders who are blind or low vision. The AIRA smart phone app connects the rider to a live agent who utilizes the phone's camera to provide wayfinding information such as reading signs, identifying obstacles, and locating bus stops. For more information about this program, visit the MCTS website: www.ridemcts.com/accessibility/aira-app or call 414) 937-3256.

Transit Plus Advisory Council (TPAC)

The members of TPAC are users of the Transit Plus program or family members and/or guardians of persons who use Transit Plus.

TPAC's mission is to serve as an advocate for persons with disabilities to ensure the availability of a quality transportation system, so that Transit Plus clients may enjoy full participation in their community, work, medical care, and recreational activities.

Meetings are held on a regular monthly basis and are open to the public. Anyone interested in attending a meeting or becoming involved with TPAC should contact the Transit Plus office at (414) 343-1700.



Eligibility

Transit Plus service is for persons who have disabilities that prevent them from utilizing MCTS buses. However, simply having a disability does not mean a person is automatically eligible for paratransit service. Rather, eligibility for ADA paratransit service is based on an individual's functional ability to access and navigate the fixed route bus system.

Eligibility Process

To become eligible for Transit Plus, an individual must apply and be approved for service. Potential Transit Plus clients are required to first submit a completed application to Transit Plus.

Applications are available from our office or on our website at www.ridemcts.com/accessibility/transit-plus. Applications can be submitted online, by mail or in-person. Incoming applications will be reviewed for completeness. Incomplete applications will be returned to the sender for completion and resubmission. Once the fully completed application has been received by the Transit Plus office, an in-person functional assessment can be scheduled. The final step in the eligibility process is attending the in-person functional assessment. An applicant who is unable to independently participate in this assessment and who may need personal or behavioral care, should be accompanied by someone who can help them. A determination of Transit Plus eligibility will be made within 21 days of completing the assessment. Applicants are informed in writing of the determination.

Types of Eligibility

There are three types of eligiblity:

- **Unconditional Eligibility:** When a person with a disability is not able to independently use the fixed route bus under any circumstances. This eligibility may be short or long term.
- **Conditional Eligibility:** When a person with a disability has the functional ability to make some of their trips on the fixed route service. This eligibility may be short or long term.

  Temporary Eligibility: When a person with a disability is prevented from using the fixed route system for all or some of their trips for a short period of time.

Eligibility Appeals

Applicants who are denied Transit Plus eligibility or granted anything less than unconditional eligibility may appeal the decision within 60 days of the decision date. Requests for appeal must be in writing and sent to the Transit Plus office. Persons wishing to appeal may explain the reason(s) they disagree with the decision and provide any supporting documentation but are not required to do so. The first step of the appeal is an internal review by the Director of Paratransit evaluating whether the decision was reasonable based upon all information provided and followed the strict eligibility criteria per the ADA. If the Director does not grant unconditional eligibility, the appeal moves directly to the appeal board hearing phase. An appellant will be informed in writing of the date for their appeal hearing and will be provided with additional materials pertaining to their case prior to the hearing date. Appellants will be informed of their hearing date within 30 days of their request for appeal.

Eligiblity Renewal

Your Transit Plus eligibility expiration date is printed on the front of your Transit Plus ID card. To renew your service, you must submit a completed application online, by mail, or in-person prior to your eligibility expiration date.

Applications are available from our office or on our website at www.ridemcts.com/accessibility/transit-plus. Once a completed application has been submitted to the Transit Plus office, you will be contacted by office staff to schedule an in-person functional assessment. Incomplete applications will be returned to the sender for completion and resubmission. Continued eligibility is based upon your current functional ability to use fixed route buses, and is not guaranteed, regardless of previous eligibility status.

To avoid an interruption in service, you must inform the Transit Plus office of any address and telephone changes.

Call us at (414) 343-1700.

Transit Plus Identification Cards

All Transit Plus clients are issued a Transit Plus WisGo card which includes the phone number needed to make van reservations.

If you lose your card, call Transit Plus at (414) 343-1700. There is a $5.00 replacement charge.

Personal Care Attendants (PCA)

Designated Transit Plus clients can travel with one personal care attendant. A PCA is anyone chosen by the rider to help them meet their personal needs. You may bring a PCA if you need assistance during the ride or at the destination. The person identified as a PCA must be acting in that capacity and be capable of acting in that capacity. PCAs must have the same origin and destination points as the eligible rider.

Companions

A companion is someone a rider wants to share the trip with but who is not acting as the rider's PCA. Space must be allowed on the van for **one** companion even if the rider is traveling with a PCA. Additional companions are allowed only if space permits.

When booking trips, inform the reservationist if you will be traveling with a PCA, a companion, or a service animal. Space may not be available on the vehicle for riders who have not been pre-scheduled. PCAs and companions must have the same origin and destination points as the eligible rider.

Children in Vehicles

Transit Plus complies with Wisconsin Statute 347.48. The law requires the following progression for effective child safety protection in vehicles.

- Child safety seat is required if the child is less than 4-years-old or weighs less than 40 pounds
- Booster seat is required when the child is between 4-years-old and 8-years-old or weighs less than 80 pounds or is under 57 inches tall

Transit Plus does not provide child safety/booster seats. Those items must be provided by the rider. Non-collapsible strollers are prohibited.

Service Animals

Service animals are defined as a guide dog, signal dog, or other animal that is individually trained to do work or perform tasks for the benefit of a person with a disability. Transit Plus is not required to transport animals that have not been individually trained to perform specific work or tasks. If an animal's only function is to provide emotional support or comfort for the rider, that animal would not fall under the regulatory training-based definition of a service animal. Simply providing comfort is something that an animal does passively, by its nature or through the perception of the owner.

Emotional support animals and comfort animals do not qualify as service animals and must be in a carrier when transported on Transit Plus vehicles.

Out of Town Visitors

Visitors to Milwaukee County may ride with Transit Plus for up to 21 days in a 365-day period provided they meet one of the following criteria:

- They are eligible for ADA paratransit service in their home communities.
- They have disabilities that are apparent.
- They do not have paratransit eligibility documentation from their home communities and their disabilities are not apparent, but they can provide other documentation of their disability.

Transit Plus eligible riders who plan to travel and wish to utilize ADA paratransit services in other communities may find the following website useful in obtaining ADA transportation information:

Resource Library of the American Public Transportation Association: APTA's online listing of United States Local and State Transit Links is at: www.apta.com/research-technical-resources/public-transportation-links/ The local transit agency should also be able to guide riders to the local ADA paratransit provider.

Fares

Transit Plus Clients

The fare for each one-way trip is **$4.00.** This can be paid using your WisGo card, UMO App, cash or a Transit Plus ticket. **Drivers cannot make change. Be sure to have exact fare ready each time you board.** Transportation cannot be provided without payment of the fare upon boarding. Please do not tip van drivers.

Companions

Companions pay the same fare as the rider, **$4.00** for each one-way van trip.

Personal Care Attendants

Personal Care Attendants (PCA) ride at no charge when accompanying a Transit Plus client.

Children

Children traveling as companions also pay **$4.00** fare for each one-way van trip.

Service Animals

There is no charge for service animals traveling with eligible riders.

Purchasing Fare

Your Transit Plus WisGo card can be used to pay your fare on both the bus and the Transit Plus vans. You can load fare to your WisGo card online or at multiple locations around Milwaukee County. See www.RideMCTS.com/Fares for more information. Previously purchased Transit Plus tickets will be honored on vans for the foreseeable future.

Those Transit Plus riders enrolled in a long term care program, must have their Agency purchase fare by contacting the Transit Plus Office at 414-343-1700. Agency fare is currently $35 per one-way trip.

Please note that fares are set annually by Milwaukee County and documented in the MCTS Local Passenger Tariff.

Overview of Service

Van Service

Paratransit van service is a wheelchair accessible door-to-door, shared ride service. This means other riders will be picked up and dropped off along the way to your destination. Service is currently provided under contract with Transdev and their subcontractor Peoples' Transportation.

Van drivers assist riders through the first set of doors at both the pick-up and destination points. **Drivers are unable to provide assistance beyond the first exterior door.**

Hours of Service

Transit Plus rides are available 7 days per week - 365 days per year during the same hours of operation as the MCTS bus routes. To check on specific times of operation in your area, check the route schedules at www.ridemcts.com/routes-schedules

ServiceArea

Transit Plus provides service anywhere within Milwaukee County, with borders of County Line Road(s) North & South, and 124th Street on the West, and to limited parts of Ozaukee and Waukesha counties. Service area is subject to change based on bus route changes. Check website for up-to-date map of service area.

www.ridemcts.com/accessibility/transit-plus/traveling-with-transit-plus

How Van Service Works

How to Make a Reservation

Van trip reservations can be made 1 to 7 days in advance of a trip. Reservations are taken between the hours of 8:00 am and 4:30 pm, 7 days per week, 365 days per year. Trips may be requested for any purpose. Transit Plus is an advance reservation service. Accommodating requests for same day van service is not a requirement for our service.

To schedule a trip, please provide the following information:

- Client name, ID number and cell phone number
- Desired date and time of pick-up and return ride. Please specify if you have a particular appointment time.
- Advise whether you will be traveling with a companion, PCA or service animal
- Provide the exact street address, specific entrance, and a telephone number for all pick-up and drop-off locations
- Provide an exact description of the building and entrance you will be using, especially for use of an accessible entrance or a large building with many doors.
- Provide exact directions if the address is hard to find or if there are special instructions for the pick-up or drop-off.

Establishing an Agreed Upon Pick-up Time

The reservationist will try to accommodate your requested pick-up time. Occasionally, your desired pick-up time will not be available making it necessary for the reservationist to schedule a pick-up time up to one hour before or one hour after the time you preferred.

However, if you have a particular appointment time, such as for a medical appointment, please let the reservationist know so that they can provide you with a pick-up time that will allow you to get to your appointment on-time. A rider may specify either a pick-up time or an appointment time, but not both.

It is recommended that riders pre-schedule a specific return ride time when making all reservations. However, sometimes a rider may need to schedule a "will call" return ride from a medical appointment. The rider will then call the van service when they are ready for a ride. "Will call" trips are dispatched when a van is available, generally within an hour.

Interactive Voice Response (IVR) Notification System

The IVR notification system will automatically place a reminder phone call to riders the day before their scheduled ride. Calls will be coming from 414-409-0067. Clients should add this number to their contact list, so the calls aren't marked as spam. The system will also call when the van is 10 minutes away. The notifications are meant to keep riders updated on the status of their rides. Please call the Transit Plus office at 414-343-1700 to confirm that we have a current mobile phone number, or to "opt out" of the notification program.

My Transit Manager App

My Transit Manager is a free app developed by Transdev to help improve van riders' experience. Transit Plus riders can receive notifications about their upcoming rides, see scheduled trips, monitor trips in real time, follow along on the map, and provide immediate feedback after a ride. A passenger's family members or caregivers can also see the same trip status and monitor the trip from pick-up to destination.

Transit Plus riders can download the App from the App Store or Google Play. The app is available in English and Spanish and is accessible for those who use screen reader technology. Paratransit riders can watch a video on RideMCTS.com to see how the app works. If the rider does not have a smart phone, they can set up an account online and customize their alerts that way. Passengers who would like assistance with the app may call Transit Plus at (414) 343-1700 or visit RideMCTS.com/MyTransitManagerApp for more information.

Reservations Tips

The following tips will help you when using the Transit Plus program:

- For shorter hold times, please place your reservation at non-peak call times. Call volume is typically lower between 10 am and 2 pm.
- Remember that reservations can be made on the weekend and holidays.
- Pre-schedule your trips from 1 to 7 days prior to the date you want to travel. Transit Plus is not a same day service.
- Always inform the reservationist if you need to reach your destination at a specific time. It is best to plan your arrival time at least 15 minutes before a scheduled appointment start time. (For example, ask for an 8:45 am drop off for a 9:00 am appointment).
- The time of your return trip should be pre-scheduled when placing reservations.
- Make any needed changes by 4:30 pm the day before your scheduled trip. Drivers are not able to revise the schedule on the day of travel.
- When planning trips, remember that the van will arrive within a 30-minute arrival window. If you schedule an 8:00 am pick up, the van will be scheduled to arrive between 8:00 - 8:30 am. You must plan for the window and give yourself enough time to travel and enough time to finish your business at your destination.
- Keep in mind that Transit Plus travel is intended to be comparable to travel by MCTS buses. A van ride can be of similar length to a trip taken by bus, including time spent traveling to/from the bus stop. To check comparable bus travel times, use the Trip Planner Tool on the MCTS website at www.ridemcts.com.

- Try to avoid traveling during morning and afternoon rush hours, if possible. Your reservationist may be able to suggest off peak times or days for easier travel.
- Consider the opening and closing times at your destination when making reservations so that you do not have to wait outside before the doors open or after they close.
- Subscription Service – If you are traveling to the same place at the same time on a regular basis, for example dialysis trips, you may want to request subscription service. Then you will only have to call if you are cancelling your ride, such as when you are ill or on vacation. Van subscription trips are cancelled on the following holidays unless otherwise arranged:
    - New Year's Day
    - Memorial Day
    - Independence Day
    - Labor Day
    - Thanksgiving Day
    - Christmas Day

- For holidays and special events, we recommend reserving as early as possible to help you get the ride times you prefer.

Wisconsin Telecommunications Relay System — Dial 711

Wisconsin Relay is a no-cost service that enables people who are deaf, hard of hearing, deafblind, or those with a speech disability to place and receive phone calls. Relay calls can be made to anyone, anywhere in the world, 24 hours a day, 7 days a week. Relay operators are specially trained to facilitate the calls. All calls are completely confidential. Dial 711 or call 1-800-947-3529 to access their various services or visit their website at https://wisconsinrelay.com/contact-us.

Changing or Canceling a Ride

If your plans change and you need to cancel a ride, please immediately notify Transdev at 414-817-9860. Leave a message when calling after hours. Transit Plus requires that trips be canceled with at least 2 hours' notice whenever possible. Your cooperation will help keep the van service as efficient as possible. Do not wait until the van arrives to cancel your trip. Having the van travel to a location where no one will be taking the ride causes delays and misuses the resources of the Transit Plus program.

When canceling a trip, **be sure to indicate if the return ride is still needed or if it should also be canceled.** Make sure the dispatcher or reservationist understands exactly which trip(s) should be canceled. Only a dispatcher or reservationist can schedule, cancel, or change trips. **Drivers cannot make any trip changes for riders.**

Tips to Ease Your Ride

Vehicle Arrival Time

Make sure your address is clearly visible from the street, especially during hours of darkness.

Be ready and waiting at the door of your pick-up location a few minutes before your scheduled pick-up time. Please do not wait for an automated call before going to your pick-up location.

The van should be expected to arrive any time during the 30-minute arrival window. For example, if you have scheduled a 10:00 am pick-up, the van can arrive anytime between 10:00 am and 10:30 am. You will receive an automated call when your van is 10 minutes away unless you "opted out" of these notifications.

If the van arrives within the 30-minute window and you are not ready, the driver is only required to wait 5 minutes for you before leaving. This is because Transit Plus is a shared ride service and other riders also need to be kept on schedule.

If the van arrives early, you may board and begin your trip ahead of schedule only if you are ready and willing to do so. This may result in an earlier than planned arrival time at your destination.

The driver will meet you at the first exterior door and assist you to the vehicle. For everyone's safety, **drivers do not go beyond the first exterior door** because they must keep the van and other passengers in their line of sight.

Emergency Contact Information

Please travel with a name and phone number of a contact person in case of an emergency. Please call the Transit Plus office to update your emergency contact information as needed.

Weather Policies

- For everyone's safety, ramps, steps, and walkways must be clear of snow and ice and shoveled wide enough to permit safe passage of the rider and the assisting driver.
- Driveways, walkways, and the area at the curb must also be free of ice and snow to permit the van to park and safely lower the lift.
- Verify that the location you are traveling to is open and will not be at risk of closing early due to poor weather conditions. Transit Plus may not be able to immediately rearrange schedules to take you home sooner.
- In times of severe weather or extremely hot or cold temperatures, consider rescheduling your trip for another day. It is more difficult to keep vehicle temperatures comfortable during these weather events due to the frequent opening/closing of lift doors.
- **Cancel your ride at least 2 hours prior to your pick-up time** if your plans change.
- Anticipate that there could be delays in vehicle arrivals and increased ride times when ice and snow are present and traffic conditions are slow.
- Dress appropriately for the weather.

Carry-on Items

You may only bring on board what can be carried in one trip and can be safely stowed. This typically would be 2 paper grocery sized bags or reusable cloth bags, or the equivalent. A small folding cart is also acceptable. Total maximum weight is 40 pounds. Excess packages or extra large, heavy, bulky, or odd-sized items may not be transported on the vehicle. Please arrange for a delivery service, family, friend, or a volunteer to help you transport such items. Please keep in mind that the driver is on a strict schedule because they have other passengers who also need to reach their destinations on time.

Transit Plus or its providers of service are not responsible for items left behind or lost in vehicles.

Safety Requirements and Assistive Devices

Assisting Riders

The van drivers' primary responsibility is to assist riders in boarding and disembarking from the van, to safely secure riders, and to safely operate the vehicle in order to take riders to their requested destinations. The assistance drivers provide does not include personal caregiving services. Drivers do not lift or carry passengers.

You can expect the driver to meet you at the first set of exterior doors and assist you to the vehicle; this includes support when walking, assistance in getting a wheelchair rider up and down **ONE** step or ramps that are safe and meet local building codes; and to push a wheelchair to and from the building entrance to the van.

Drivers do not go beyond the first ground floor entrance to offices, medical facilities, apartment buildings, etc. to notify riders of their arrival or to assist riders out of the building. If assistance is needed beyond the first exterior door, the rider must arrange for someone other than the driver to help them. For the safety of all riders, the driver must be able to keep the van in their sight.

Riders who require a higher level of assistance than the "over one step, through one exterior door" policy may want to contact the Milwaukee County Office for Persons with Disabilities at 414-239-5679, Milwaukee County Disability and Aging Resource Center at 414-289-6874, or Independence First at 414-291-7520 for additional assistance.

Securing Riders

Drivers are required to safely secure all riders in Transit Plus vehicles.

Riders should follow the driver's instructions on how to safely enter, be seated, secured, and exit the van. Drivers cannot proceed on their route until all passengers are secured.

Wheelchairs and Other Assistive Devices

Transit Plus will provide service to anyone using a wheelchair or scooter if the lift and vehicle can physically accommodate the wheelchair or scooter unless doing so is inconsistent with legitimate safety requirements. **Persons using mobility devices that exceed 30" in width and/or 48" in length or weighing more than 750 pounds when occupied may not be able to be accommodated on all Transit Plus vehicles.** Anyone whose mobility device exceeds these measurements should contact Transit Plus or Transdev to be sure their mobility device can be accommodated.

If you use a wheelchair or scooter, Transit Plus drivers will follow these guidelines:

- Drivers will assist riders using manual wheelchairs up and down **ONE** step or a ramp that is safe and meets local building codes to get you to and from the vehicle.
- Drivers cannot assist riders who use power mobility aids up and down steps.
- Drivers will bring mobility aids from the door to the vehicle and vice versa but will not lift or carry any wheelchairs.
- Drivers should not operate occupied or unoccupied power mobility devices.
- Persons using wheelchairs may wish to consider using a personal lap belt as an added safety measure while traveling.

Wheelchairs and other mobility aids must be kept in good operating condition. Inadequately maintained mobility aids can be a hazard to you, the driver, and other passengers. If your damaged mobility aid becomes a safety threat or creates delay and disruption for the driver, your service may be suspended until repairs to your device are made.

Proper Conduct

All Transit Plus riders have the right to travel comfortably and safely, without the threat of physical or verbal harm. **Mutual courtesy is expected from both van company staff and riders alike.** Drivers are on a strict schedule. Riders must promptly follow the drivers' directions getting on and off the van and while in transport. Damaging vehicles, littering, or creating an unhealthful condition on the van is prohibited. **Riders that engage in behavior that is determined to be disruptive or unsafe may have their service suspended.**

Smoking, drinking, eating, and playing loud music is not allowed on the Transit Plus van.

Please also keep in mind that colognes and other perfumed health and beauty aids may trigger allergic reactions to other riders.

Cancellations/No-show Policy

Late Cancellations, Cancellations at the Door, and No-Shows (CL/CD/NS)

Trips that are not canceled with adequate notice have a negative effect on other Transit Plus riders who are scheduled to travel, as well as on overall system performance. If a trip is canceled less than two (2) hours before a scheduled pick-up, or if a van arrives at the pick-up location and the ride is Canceled at the Door or is a No-Show, it will be noted in the passenger's trip records.

Definitions:

- **No-Show (NS)** – A driver arrives within the 0-30-minute arrival window and the rider cannot be located at the scheduled pick-up location after a 5-minute wait has elapsed. An attempt will be made to locate the rider by phone before the rider is marked a no-show.
- **Cancellation at the Door (CD) –** The driver arrives within the 0-30 minute arrival window to pick-up and the rider cancels the ride at the door or is not ready to depart after a 5 minute wait for the rider has elapsed.
- **Late Cancellation (CL) –** The rider calls less than two (2) hours before the scheduled pick-up time to cancel a ride.
- **Vehicle arrival times -** Because this is a shared ride service, vehicles will arrive anytime during an agreed upon pick-up " window." This window is 30 minutes after your agreed upon pick-up time.

Values Per Event:

- **NS =** 1 Point
- **CD =** 1 Point
- **CL =** .5 Point

- **Time Period for Sanctions:** Penalties will be tallied monthly. The beginning of each month will begin a new penalty period. Each

period will end on the last day of the month. Points will start over at the beginning of the following month.

Consequences of Late Cancellations, Cancellations at the Door, and No-Shows (CL/CD/NS)

Progressive levels of sanctions: No Sanctions until rider reaches 3.5 points and 10% of their rides in one month	
3.5 Points and 10% or higher	Warning Letter
3.5 Points and 10% or higher	Second Warning Letter
3.5 Points and 10% or higher	7 Day Suspension
3.5 Points and 10% or higher	14 Day Suspension (if had a 7 day suspension in the past 6 months)
3.5 Points and 10% or higher	21 Day Suspension (if had 14 day suspension in the past 6 months)
Subsequent sanctions are based upon number of previous sanctions within the six month look back period.	

When a rider is a No-Show, an attempt will be made to locate that rider by phone or at the point of pick-up before the rider is marked as a "No-Show"

Passengers will be given the opportunity to dispute any trips marked as a Late Cancellation, Cancellation at the Door, or No-show.

Service suspensions that result from these violations may be appealed (see "Appeals").

Alternatively, passengers with a history of these violations at the door may choose, at their own discretion, to pay for the full cost of each trip that triggered a violation, to avoid a service suspension. The full cost of a trip will be based upon the most recently audited Transit Plus fiscal year.

Appeals

An individual suspended from using Transit Plus for any reason has the right to file a written appeal for reinstatement of service. The process for appeal will be included with the notice of service suspension.

Anyone who submits an appeal may have their service reinstated pending the outcome of the appeal unless service was suspended for a serious safety related violation or gross misconduct. If the suspension is upheld following the appeal, the suspension will resume immediately.

Thank you for choosing Transit Plus. If you have any further questions, please call us at (414) 343-1700.

WHAT YOU NEED TO KNOW:

MCTS Transit Plus is a shared ride available 7 days per week. Reservations are taken daily 8:00 am to 4:30 pm. Call: (414) 817-9860 to book your trip 1 to 7 days in advance.

Let the reservationist know if you have a specific appointment time or pick-up time. Book a return trip for a set time. Allow enough time in your schedule to travel and finish your business.

The van has a “30-minute window” and may arrive anytime up to 30 minutes after your negotiated pick-up time.

Be ready at the door, drivers are required to wait only 5 minutes for you.

If your plans change, cancel your trip at least 2 hours before your pick-up time.

Rev 11/25

MILWAUKEE COUNTY

TRANSITPLUS

PARATRANSIT SERVICE