



TRANSITPLUS
PARATRANSIT SERVICE

RIDER'S GUIDE



Introduction to Transit Plus Program

SERVING THE TRANSPORTATION NEEDS OF PERSONS
WITH DISABILITIES IN MILWAUKEE COUNTY



TRANSITPLUS
PARATRANSIT SERVICE



TRANSITPLUS
PARATRANSIT SERVICE

QUICK REFERENCE

Transit Plus Office — Phone Numbers

Main Number

(414) 343-1700

Customer Service

(414) 343-1703

TPComments@mcts.org

Address

1942 N. 17th Street
Milwaukee, WI 53205

Van Service — Who to Call

A van provider is assigned to each client based on where the client lives. Contact the designated van provider for all trip requests.* Van trip reservations can be made from 8:00 a.m. until 4:30 p.m., seven (7) days a week.

* For Waukesha and Ozaukee County information contact Transit Plus at (414) 343-1700.

**FIRST TRANSIT/
TRANSDEV**

(414) 817-9860

TRANSIT EXPRESS

(414) 264-7433

Taxi Service — Who to Call

AMERICAN UNITED

(414) 220-5011

WELCOME ABOARD!

Milwaukee County Transit System takes pride in providing the Transit Plus ADA Paratransit Program to the community. Thousands each year use our services to get to the important places they need to go such as work, medical appointments and many other locations. Every day, Transit Plus helps people with disabilities 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. Please know our Transit Plus staff is here to assist you. 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, and importantly, it specifies how and with whom you schedule ride reservations, and how to provide feedback about your service experience.

If after reading this booklet you find you still have questions, remember, 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.






Sincerely,

MCTS Transit Plus Team

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Definitions to Help Explain our Program



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.

The ADA 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, complementary (paratransit) service for their transportation needs.

Transit Plus

Transit Plus provides accessible, safe, reliable and comfortable transportation for persons who are prevented from utilizing the Milwaukee County Transit System buses due to a disability. Paratransit service is a form of public transportation that is intended to be comparable to bus service. Accordingly, riders may expect that trips on Transit Plus may take as long, or in some cases longer than the comparable trip made by fixed route bus. **Transit Plus is not an emergency medical transportation service. Persons that need a high degree of medical or personal care must seek alternative transportation.**

Per the ADA, complementary paratransit is not intended to be a comprehensive system of transportation for individuals with disabilities.

Milwaukee County Transit System

Milwaukee County Transit System provides accessible buses to meet the transportation needs of persons with disabilities who have the necessary mobility skills to use accessible buses. Every bus in the Milwaukee County fleet is wheelchair accessible. Drivers are trained in passenger assistance and mobility device securement techniques, making it possible for most persons who have a disability to use the Milwaukee County Transit System. For accessible route and schedule information, go to the MCTS website at RideMCTS.com or call the Busline at (414) 344-6711 or 711 (TRS).

Transit Plus riders are eligible to receive a Reduced Fare WisGo card to ride Milwaukee County Transit System buses at a discounted rate.

Travel Training

Travel Training is a free service available to persons who are willing and able to use the fixed route system for some or all of their trips. Individuals who would like more information about group or one-on-one travel training opportunities may visit the Travel Training page on the MCTS website: www.ridemcts.com/rider-information/accessibility/travel-training, or call (414) 937-3256 to request information.



Transit Plus Advisory Council (TPAC)

TPAC members are users of the Transit Plus program including 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 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) 343-1703.

Overview of Service



Transit Plus provides transportation alternatives. Read this section to learn which service is best for you.

Van Service

Paratransit van service is a wheelchair accessible “shared ride service” which means other riders may be picked up and dropped off along the way. You must call at least one (1) to 7 days in advance to request a trip. Reservations are taken between the hours of 8 a.m. and 4:30 p.m. seven days per week. Trips may be requested for any purpose.

Van service is a door-to-door service. If requested, van drivers will provide assistance to riders through the first set of doors at both the pick-up and destination points unless the rider is traveling with a PCA (personal care attendant). However, drivers do not provide assistance beyond the first exterior door.

Taxi Service

Taxi service is available to ambulatory persons and wheelchair users who can transfer without assistance in and out of the taxi. Taxi service can be used if the rider does not require an accessible vehicle and can travel with minimal assistance. If a wheelchair user cannot independently transfer from the wheelchair to the back seat of a taxi, the rider should use Transit Plus van service for their transportation needs. Taxi service is limited to travel within Milwaukee County.

Taxi service is **non-ADA** curb-to-curb service. Taxi Drivers are not required to assist riders to the door. ***Taxi Drivers do not telephone riders upon arrival, and are only required to wait five (5) minutes for passengers to come to the taxi. If a rider is not waiting, they may be considered a “No-Show”.*** For more information on how to use Taxis please see “Taxi Service” on page 23.

Transit Plus Identification Cards

You must carry a Transit Plus ID card with you when you travel. It is also advisable to travel with a name and phone number of a contact person, in case of an emergency.

If you lose your card, call Transit Plus at (414) 343-1700. **There is a \$10.00 replacement charge.**

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.

Hours of Service

Transit Plus Rides

Seven (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

Transit Plus Reservations

Contact your van provider to make a reservation, Seven (7) days per week - 365 days per year 8:00 a.m. to 4:30 p.m.

**FIRST TRANSIT/
TRANSDEV**
(414) 817-9860

TRANSIT EXPRESS
(414) 264-7433

Service Area

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. Check website for up-to-date map of service area.

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

Holidays and Special Events (Summerfest, State Fair, Etc.)

We recommend reserving as early as possible, up to 7 days before your requested travel date on Holidays and during special events to help you get the ride times you prefer.

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

Rider Comments

We want to hear from you! How are we doing?

At Transit Plus we take our customers' concerns seriously. Our staff documents and investigates all safety and customer service related complaints.

To make a comment or complaint about Transit Plus service, you can contact us in the following ways:

- Transit Plus Customer Service line at (414) 343-1703 Monday through Friday from 8:00 a.m. to 4:30 p.m. Voicemail is available at this number 24 hours a day, seven (7) days a week, 365 days a year
- Email your comments to tpcomments@mcts.org
- Website at www.ridemcts.com/rider-information/accessibility/transit-plus
- The Milwaukee County Executive's Office for Persons with Disabilities, call (414) 278-3935 or fax (414) 278-3939

To ensure we can properly investigate your concern, please be sure to provide at least the basics: What, Who, When, Where. Having this information will help us understand how we can help improve your service experience.

For specific questions about your reservations or rides, please contact your van or taxi provider directly.

TRANSIT EXPRESS

(414) 264-7433

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(414) 817-9860

AMERICAN UNITED

(414) 220-5011

Eligibility

Transit Plus service is for people with physical, sensory and/or intellectual disabilities that prevent them from utilizing the Milwaukee County Transit System. However, simply having a disability does not mean a person is automatically eligible for paratransit service. Rather, eligibility for Transit Plus ADA paratransit service is based on an individual's functional capabilities to be able to access and navigate the bus system.

Eligibility Process

To become eligible for Transit Plus service an individual must apply and be approved for service. Potential Transit Plus clients are required to first submit a completed Transit Plus application. These applications are available from our office or on our website at www.ridemcts.com/rider-information/accessibility/transit-plus. Applications must be submitted by mail, email or in-person. Faxed applications are not accepted. Once the completed application has been submitted to the Transit Plus office, an in-person functional assessment can be scheduled. No appointments can be made until a fully completed application is received in the Transit Plus office. Incomplete applications will be returned to the sender for completion and resubmission. The final step in the eligibility process is an in-person functional assessment. Any potential client who is unable to independently participate in this assessment, needs personal care assistance or behavioral supervision, should be accompanied by a caregiver or advocate. A determination of Transit Plus eligibility will be made within 21 days of completing all steps of this process. Applicants are informed by mail of the determination.

Types of Eligibility

There are two types of eligibility:

- **Unconditional Eligibility:** For persons who are unable to use the Milwaukee County Transit System under any circumstance or condition. This eligibility may be temporary, short term or long term.



- **Conditional Eligibility:** For persons who may be able to use the Milwaukee County Transit System under certain circumstances or conditions (i.e., for familiar trips, with travel training, or when weather is not inclement). This eligibility may be granted temporarily, short or long term. Persons with conditional eligibility may only use Transit Plus when the conditions on their card are met. For example, a person who has conditional eligibility for “Snow and Ice” would not use Transit Plus during periods when there is no snow or ice, so for travel during summer months they would use the bus system. *Failure to follow conditions may result in suspension of Transit Plus eligibility.*

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 include reason(s) they disagree with the decision, as well as 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.

Eligibility Renewal

Your Transit Plus eligibility expiration date is printed on the front of your Transit Plus card. If you wish to renew your service, you must submit a completed application by mail, email or in-person (no faxes) **prior to your eligibility expiration date**. These applications are available from our office or on our website at www.ridemcts.com/rider-information/accessibility/transit-plus. Once the completed application has been submitted to the Transit Plus office, you will be contacted by office staff to schedule an in-person functional assessment. No appointments can be made until a fully completed

application is received in the Transit Plus office. 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.**

Personal Care Attendants (PCA)

Authorized Transit Plus clients can travel with one personal care attendant. A PCA is someone you can bring with you during your trip to enable you to travel safely or to assist you at your trip destination.

However, having PCA status should not be used out of convenience, i.e., taking along a friend for companionship. You must have *been granted eligibility* to travel with a PCA and your Transit Plus ID card *must indicate PCA*. A PCA can be a different person each time you travel, and can be your spouse, friend or family member. Transit Plus drivers do not provide additional assistance beyond the first outer door of the pick up or drop off location.

A PCA does not pay a fare, but must get on and off the vehicle at the same places and times as you do. Your PCA must bring you to and from the vehicle if able. The driver must help you enter and exit the vehicle, and secure you within the vehicle. **Notify the reservationist** if you need to travel with a PCA so that another seat will be reserved. **Drivers cannot take riders who are not on the travel schedule (manifest).**

Companions

A companion is someone you want to bring along to share the trip with you, but is not considered a PCA. You can bring one companion on any trip. Additional companions can ride on a space available basis. Notify the reservationist if you want to bring a companion for each trip you book to insure another seat will be reserved. **Companions must pay the full fare, and must get on and off the vehicle at the same places and times as you do.**

Children in Vehicles

Transit Plus complies with Wisconsin Statute 347.48. The law includes the following four-step progression for effective child safety protection in vehicles. **Transit Plus does not provide safety/booster seats.**

- Rear-facing child safety seat in the back seat* is required when the child:
 - is less than 1-year-old **or**
 - weighs less than 20 pounds
- Forward-facing child safety seat in the back seat* is required when the child:
 - is at least 1-year-old but less than 4-years-old
 - weighs at least 20 pounds but less than 40 pounds
- Booster seat is required when the child:
 - is at least 4-years-old but less than 8-years-old
 - weighs at least 40 pounds but less than 80 pounds
 - is under 57 inches tall
- Safety belt is required when the child:
 - is 8-years-old or older **or**
 - weighs 80 or more pounds **or**
 - is 57 inches or taller

* *Child safety seat must be in the back seat if the vehicle is equipped with a back seat.*

Non-collapsible strollers are prohibited.

Service Animals

A service animal is defined as any guide dog, signal dog, or other animal that performs tasks for an individual with a disability. These tasks may include, but are not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items. Please inform the reservationist at the time you reserve your trip that you will be traveling with a service animal.

No fare is charged for service animals. Service animals should be properly groomed and behavior must be controlled at all times.

Out of Town Visitors

Visitors to Milwaukee County who are eligible for ADA paratransit service in their home communities; or, visitors whose disabilities are apparent; or, visitors who do not have paratransit eligibility documentation from their home communities and whose disabilities are not apparent, but can provide other documentation of their disability; may ride with Transit Plus for up to 21 days in a 365-day period.

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.



How Van Service Works

Demand Response and Subscription Trips

There are two types of trips, Demand Response and Subscription:

Demand Response Trip: A request for one trip, such as going to a medical appointment or to the grocery store.

Subscription Trip: A ride to and from the same place at the same time on a regular basis, e.g., dialysis trips. If you are placed on subscription service, you only have to call when you will NOT ride, such as when you are ill or on vacation. Subscription service is limited.

Rarely, a rider may need to schedule a “Will Call” return trip from a medical appointment. This requires that the rider call the van service as soon as they know what time they will be ready to be picked up. Will Call trips are dispatched on an as available basis, generally within an hour. The van may arrive any time after the rider calls to request the return trip, and the rider must be waiting and ready at the designated pick up location. It is recommended that riders schedule a specific time when making all reservations.

Who to Call for Van Service

A van provider is assigned to each client based on where the client lives. Contact the designated van provider for all trip requests. *

* For Waukesha and Ozaukee County information contact Transit Plus at (414) 343-1700. Transit Plus staff can help refer passengers to resources for out of County travel.

Van trip reservations can be made from 8:00 a.m. until 4:30 p.m., seven (7) days a week. Reservations must be scheduled from one (1) to 7 days in advance. Transit Plus is an advance reservation service, therefore requests for same day van service cannot be accommodated.

Van Service Providers

FIRST TRANSIT/TRANSDEV

(414) 817-9860

TRANSIT EXPRESS

(414) 264-7433

Wisconsin Telecommunications Relay System — Dial 711

The Wisconsin Telecommunications Relay System allows a text telephone user who may be hearing or speech impaired to call or be called by virtually anyone using a voice telephone. Relay service provides specially trained communication assistants. Calls may be placed 24 hours a day, seven (7) days a week. All calls are confidential.

Voice and Voice 800-947-6644 Speech to Speech 800-833-7637

ASCII 800-272-1773 Spanish to English 877-490-3723

For more information call 800-395-9877 (Voice) or 800-283-9877 (TTY).

Or access the Wisconsin Relay Service website at www.wisconsinrelay.com/

How to Make a Reservation

To schedule a trip, please provide the following information:

- Client name, ID Number and cell phone number
- Desired date and time of pickup and return, and **appointment time** (if any)
- Exact street address, specific entrance and a telephone number for all pick up and drop off locations
- Whether you will be traveling with a companion, PCA or service animal

Establishing an Agreed Upon Pick Up Time

When requesting a pick up time, the reservationist will try to accommodate your requested pick up time. However, it may be necessary to schedule your pick up time up to one hour before or one hour after your desired time. Occasionally, your requested time may not be available. The reservationist will negotiate a time with you within the two-hour window described above. **Please be sure to let the reservationist know if you have an appointment time, such as for a medical appointment.**

Changing or Canceling a Ride – We Need your Help

If your plans change, contact your carrier as soon as possible. It is **very important** to do this so that the van does not use valuable time going to your pick up location, and so that someone else can have the chance to ride. If you fail to cancel your trip or cancel your trip late (less than two (2) hours prior to travel), the van may already be in route to your pick up location. Do not wait until the van arrives to cancel your trip, as drivers do not make changes to reservations.

When cancelling a trip, **be sure to indicate if the return trip should also be cancelled.** Make sure you and the reservationist have a clear understanding of which part of your trip is to be cancelled. ONLY a reservationist or dispatcher can schedule, cancel or change trips – **drivers cannot make any trip changes for riders.**

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 as 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 pickup “ 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 on a monthly basis. 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 <u>and</u> 10% or higher	Warning Letter
3.5 Points <u>and</u> 10% or higher	Second Warning Letter
3.5 Points <u>and</u> 10% or higher	7 Day Suspension
3.5 Points <u>and</u> 10% or higher	14 Day Suspension (if had a 7 day suspension in the past 6 months)
3.5 Points <u>and</u> 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, in order 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.

Reservations Tips

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

- Schedule Early - From one (1) to 7 days prior to the date you want to travel.
- Avoid morning and afternoon rush hours if possible. Your reservationist can tell you which days and times might be easiest to schedule a trip.
- **Always inform the reservationist if you need to reach your destination at a specific time (e.g., for a 9:00 appointment).**
- If you do not have a specific appointment time, try to be flexible about the days and times of your trips. There may be trips available earlier or later than you first requested, or on another day.
- Allow enough travel time. Transit Plus is a shared ride service. Unexpected delays can happen because of weather, traffic, other riders, etc. Remember that Transit Plus travel is intended to be comparable to travel by fixed route bus, and a ride can therefore be of the same duration as a similar trip taken by bus, including time spent traveling to/from the bus stop. To check bus travel times, use Google Transit Trip Planner on the MCTS homepage at www.ridemcts.com/
- If you have an appointment, plan to arrive early and allow plenty of time to finish your business at your destination.
- Be ready before your scheduled pick up time. **The van may arrive up to 30 minutes after your negotiated pick up time.** If the van arrives early and you are ready and willing to do so, you may board and begin your trip early. If the driver arrives within the 30 minute window and you are not ready, *the driver is only required to wait five (5) minutes before leaving.*

- Please arrange your return trip when placing your reservation. If you leave your return time open ended, or ask for a “WILL CALL” return, please understand that these rides are dispatched on an “as available” basis and are subject to a 60 minute on-time window.
- Consider the opening and closing times of your destination when making your trip reservations, so as not to be left waiting outside at your destination.

Winter Policies

To help everyone travel safely, ramps, steps and walkways **must be clear of snow and ice and shoveled wide enough to permit safe passage (including wheelchair).** Driveways or walkways at the curb must also be clear to permit safe lowering of the vehicle ramp or lift.

- Anticipate delays in vehicle arrival and increased ride times.
- Verify that the location you are traveling to is open and will not be closing early due to weather conditions.
- Dress appropriately for winter weather.
- In times of severe weather or extreme temperatures, consider rescheduling your trip for another day.
- Cancel your ride at least two hours prior to your pick up time if you do not plan to take the ride.

Fares

Transit Plus Clients

The full fare for each one-way trip is \$4.00. Drivers cannot make change, so be sure to have exact fare ready each time you board. Drivers cannot provide transportation if passengers do not pay the fare upon boarding.

Agency Fares

Programs such as Family Care, IRIS, Community Care, etc are required to pay a trip subsidy for their participants who utilize Transit Plus. The fare for these agencies and participants is currently \$20.55 per one-way trip.

Companions

Companions also pay \$4.00 for each one-way van trip. A companion must be scheduled at the time the reservation is made.

Personal Care Attendants

Personal Care Attendants (PCA) ride at no charge when accompanying a PCA-certified Transit Plus client. The PCA must be scheduled at the time the reservation is made.

Children

Children traveling as companions also pay full fare for each one-way van trip.

Service Animals

There is no charge for Service Animals traveling with eligible riders.

Method of Payment

Cash (exact change) or Transit Plus fare tickets are the only acceptable forms of payment. *The fare must be paid at the **beginning** of the trip.* Drivers do not carry cash, so they cannot make change. Service will have to be denied if the required fare is not paid. Also, please do not tip van operators.

Transit Plus Tickets

Transit Plus fare tickets are available in books of ten (10) at a cost of \$40.00 per book, or for \$205.50 at the Agency Fare rate (see “Agency Fares”). Contact the Transit Plus office at 414-343-1700, to have a ticket order form mailed to you, or to place a credit card order.

Lost or stolen tickets cannot be replaced.

Please call 414-343-1701 for questions regarding ticket orders.



Tips to Ease Your Ride

Vehicle Arrival Time

Because this is a shared ride service, vehicles will arrive anytime during an agreed upon pickup “window.” **This window is 30 minutes after your agreed upon pick up time.** Make sure you are ready to go on time to assist everyone in getting to their destination on time.

If the van arrives before the negotiated time, you may board and begin your trip early if you are willing to do so. “Will Call” rides are subject to a 60 minute window; riders must be waiting and ready to board when the vehicle arrives.

Be ready early and waiting at the door. If the driver arrives within the arrival window and you are not ready, the driver is not required to wait more than five (5) minutes before leaving without you. This is to make sure other riders are kept on schedule.

Where to Wait for Vehicle

The Transit Plus vehicle will arrive to pick you up at the address and designated entrance given to the reservationist. Use an accessible entrance if necessary.

The driver will meet you at the first set of exterior doors (unless you are traveling with a PCA) and assist you to the vehicle; this includes support when walking, assistance in getting wheelchair rider up and down ONE step or ramps approved by local building codes, and pushing a wheelchair rider to and from the building entrance (not applicable to taxis).

Drivers do not go beyond the ground floor entrance of offices, medical facilities, apartment buildings, etc., to notify riders of their arrival or to assist riders out of the building. If you need help getting to the entrance of the building to wait for your ride, **you must arrange for someone to help you.** For the safety of all riders, the driver must be able to keep the van in sight at all times.

Riders who require a higher level of assistance than the “over one step, through one exterior door” policy should contact the Office For Persons With Disabilities at (414) 278-3935.

Ways You Can Help

The rider is an important part of making the Transit Plus program work. Here are ways that you can help:

- Visible Address: Make sure that your address is clearly visible from the street, especially during hours of darkness.
- Provide Exact Directions: If the address is hard to find, give the reservationist exact directions and a description of the building.
- Provide Exact Building and Entrance: If you are being picked up at a large building or area, be specific about which entrance you will use. Wait near the entrance where you can see the vehicle when it arrives.
- Be Ready: Be ready early and waiting at the door where you told the reservationist you would be.
- Don't Ask the Driver to Make Trip Changes: Drivers are not able to make changes to the schedule. Please call your van company in advance to change ride details.

Carry-on Items

Drivers can assist riders with two (2) items totaling 40 pounds in weight. Wheelchairs or walkers that you are using are not considered carry-on items. Due to capacity constraints, the driver may not be able to board anyone who is attempting to board with more than two (2) carry-on items. Please keep this in mind when you are planning your travel.

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

Taxi Service

Taxi service is available to ambulatory persons and wheelchair users who can transfer without assistance in and out of the taxi. Taxi service can be used if the rider does not require an accessible vehicle and can travel with minimal assistance. If a wheelchair user cannot independently transfer from the wheelchair to the back seat of a taxi, the rider should use Transit Plus van service for their transportation needs. Taxi service is limited to travel within Milwaukee County.

Taxi service is **non-ADA** curb-to-curb service. **Therefore, Taxi Drivers are not required to assist riders to the door. Taxi Drivers are not required to telephone riders upon arrival, and are only required to wait five (5) minutes for passengers to come to the taxi. If a rider is not ready and waiting when the taxi arrives, they may be considered a “No-Show”.**

Who to Call for Taxi Service

AMERICAN UNITED

(414) 220-5011

Taxi service does not require an advance reservation. Individuals requiring a ride from a public place may not call ahead for a pick up time. They must call when they are ready to leave, unless there is a cab stand at the location.

Taxis can accommodate wheelchair users who can independently transfer to a seat and who use a collapsible mobility device.

Taxi service is same day service and wait times can vary depending upon the time of month, time of day, or weather. Taxi availability is dependent upon overall demand for service in the community as a whole. When demand is high, wait times may be longer. **NOTE:** Requesting a specific vehicle type (ex: sedan) will increase wait times.

Information Needed by Taxi Company

When Calling for a Taxi:

- Identify yourself as a Transit Plus client and provide your identification number and your phone number.
- Have a specific pick up and destination address for your ride.
- Specify the exact pick up location.
- Tell the reservationist if you have assistive devices such as a wheelchair, walker, or service animal.
- You **must** provide proper Transit Plus identification to the driver. **If you do not have your Transit Plus ID card you must pay the full taxi fare.**

Taxicab Fares

Taxi fares may cost more than \$4.00. Since taxicab trips are paid on a time and mileage-based meter charge, the entire cost of a taxicab trip may not be covered in full by the initial \$4.00 rider fare.

*If the meter exceeds \$14.60, the rider is responsible for the initial \$4.00 fare, **plus any amount in excess of \$14.60.*** Companions will be charged \$1.00 each, for every ride. Personal care attendants pay no fare. There is no charge for service animals. There may be an extra charge for packages and trips leaving the airport.

All taxi users must pay the initial \$4.00 fare using cash or a Transit Plus ticket. Fare tickets may only be used for the initial \$4.00 portion of the fare, and any amount owed after the meter reaches \$14.60 must be paid in cash. Overage on the meter cannot be paid with Transit Plus tickets.

*Note: Each trip must be called in as a separate order. Multiple stops are not allowed. Drive-thru trips are not allowed. **You must contact the taxi company for a cab for each trip requiring a stop, and you must pay the rider fare for each trip.***

Taxi fares may increase at the direction of the City of Milwaukee.

Calling for taxi rides, and then not being present when the vehicle arrives is considered a “no-show”. A documented pattern of no-shows may result in a suspension of service and a fee charged to the client for reinstatement. A chronic pattern of no-shows could result in an indefinite suspensions from taxi service. ADA van service would remain.

Safety Requirements and Assistive Devices

Proper Conduct

All Transit Plus clients have the right to travel comfortably and safely, without the threat of physical or verbal abuse. Mutual courtesy is expected from riders and drivers. Riders must follow drivers’ directions getting on and off vans and while in transport. Behavior that is determined to be disruptive or unsafe may result in suspension from Transit Plus paratransit service. Vandalizing transport vehicles, littering or creating unsanitary conditions may also result in immediate service suspension.

Keep in mind that perfumes and aftershave lotions may trigger allergic reactions for some riders.

Smoking, drinking, eating and playing radios and other electronic equipment are **not allowed** on Transit Plus vehicles.

Assisting Riders

The driver can only assist the rider through the first set of exterior doors of the building. If assistance is needed beyond this point the rider (or representative) must arrange for someone to provide this assistance. Drivers will not lift or carry passengers at any time.

Securing Riders

Drivers are required to safely secure all riders in Transit Plus vehicles. Riders should follow drivers’ instructions on how to safely enter and exit the vehicle. Drivers cannot proceed to a destination until all riders and passengers are safely secured in the Transit Plus vehicle.

Wheelchairs and Other Assistive Devices

Transit Plus will provide service to an individual utilizing 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. Individuals using mobility devices that exceed 30” in width and/or 48” in length or weighing in excess of 600 pounds when occupied may not be able to be accommodated on all Transit Plus vehicles. Anyone who believes their mobility device may exceed these measurements should contact Transit Plus or their van service provider in advance to see if their mobility device can be accommodated.

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

- Drivers can assist you up and down one step or a ramp compliant with your local building codes to get to and from the vehicles.
- Drivers cannot assist people who use power mobility aids up and down steps.
- Drivers will also assist you between the building and vehicle, on and off the lift, and will fasten and unfasten the securement straps inside the vehicle.
- Drivers will not lift or carry wheelchairs.
- Drivers will bring mobility aids from the door to the vehicle and vice versa.
- Drivers are not required to operate or load unoccupied power mobility devices.

Wheelchairs and other mobility aids must be kept in good operating condition. Inadequately maintained equipment can be a hazard to you, the driver and other passengers. **If you develop a pattern of traveling with damaged mobility aids, service may be suspended until repairs have been made.**

Persons using wheelchairs may wish to consider using a personal lap belt as an added safety measure while in transport.

Transit Plus Office

Address

Milwaukee County Transit System
1942 N. 17th Street
Milwaukee, WI 53205

Main Number

(414) 343-1700

Customer Service

(414) 343-1703

TPComments@mcts.org

[RideMCTS.com/rider-information/accessibility/transit-plus](https://www.mcts.com/rider-information/accessibility/transit-plus)

Rev 05/23



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