

Transit Plus Advisory Council
April 19, 2022 Minutes

PLACE: Microsoft Teams Meeting

PRESENT: Arlene Washington - Vice-Chair, Gerald Balezentis, David Buck, Grace Graves, Danita Jackson, Marcia Perkins, Mae Wingo

ABSENT: Jim Bahneman, Laurel Henschel, Annie Johnson, Nilima Mehra, Jeanette Williams

GUESTS: Kevin Meyers – Guest; Paul Sanfilipo – American United; Morgan Mc Clelland - First Transit; Tracy Harrington – Transit Express, Fran Musci, Paula Schultz, and Lisa Walters - Transit Plus, Isabel Sanchez – Public Ally

CALL TO ORDER:

APPROVAL OF MINUTES: The minutes of the March 15, 2022 meeting were approved.

COMMITTEES:

Driver/Reservationist Recognition Committee: no report.

Membership Committee: no report

Public Relations Committee: David Buck reported that he is working on a media resource chart for the Council. The mask mandate is currently in question as a Florida judge ruled against mask mandates for airplanes and airports. This might be appealed.

UNFINISHED BUSINESS:

Transit Plus Office Remodeling Project: Fran Musci reported that the remodeling project is basically complete and looks beautiful. The contractor still needs to finish up a few “punch list” items. We should be moving in this week or next.

Federal Mask Mandate: Fran Musci reported that the FTA ruled today that they are no longer enforcing a masks mandate. From the federal perspective masks are optional now on public transportation.

In Person Eligibility Assessments: Fran Musci reported that Transit Plus will be returning to in-person eligibility assessments effective May 16, 2022. We have currently been reviewing assessments on paper. Some paper assessments for those who have very severe disabilities will continue. Applications received after May 1, 2022 will be scheduled for in-person assessments. Applicants will be able to apply online this summer.

Document Management Project: Fran Musci reported that the document management project is finishing up. All the online forms are working but have been put on hold due to the focus being on returning to in-person assessments first. Applicants should be able to apply

online this summer.

NEW BUSINESS:

Return to In-person Meetings: Fran Musci advised that Transit Plus is looking to bring people back into the building May 16th. Fran asked if TPAC would like to return to in-person meetings in June or wait until after the August break. David Buck had concerns that COVID was still present and that there should be a gradual return to in-person meetings. The Council voted to return to in-person meetings in September. David suggested that a luncheon be provided before the first in-person meeting. Fran stated that she would look into a welcome back lunch and let the Council know next month. Fran also asked the Council if they wanted to continue to meet from 2:00 p.m. until 3:00 p.m. The Council voted to continue to meet from 2:00 p.m. until 3:00 p.m.

MOBILITY MANAGEMENT REPORT: Paula Schultz reported that the fixed route bus app is changing and is now called Wisgo. It is powered by UMO. The old app is going away April 29, 2022. There have been 9,429 ADA boardings since the first of the year. This is a 30% increase from the first quarter of last year. There has also been 11,569 boardings with the use of a Transit Plus card since the first of the year. This is a 10% increase from last year. As the weather gets nicer we are hoping to get more riders. Things are looking up.

CARRIER REPORTS:

American United: Paul Sanfelippo reported that it will be good to have in-person meetings again in September. American United has been recruiting drivers. They have the best numbers since the fourth quarter of 2019. Paul is the trainer for American United's drivers. He will be conducting some training in May. American United is implementing a new credentialing system and adding some other new technology. They have updated their app for the general public. They will need approval from Transit Plus for the updated app. American United met with Transit Plus earlier in the year to discuss pick up times and ride volume.

Transit Express: Tracy Harrington reported that more applicants are coming from various platforms but many do not show up for interviews. Service is getting a bit better. They have had two more training classes since the last TPAC meeting.

First Transit: Morgen McClelland reported that First Transit is also having an uptick in applicants. They have had some strong classes. They are trying to hire ahead of the ridership curve. They are doing well maintaining the service standard. They are looking forward to having spring weather. Grace Graves mentioned that there were a number of safety complaints in February. Morgen explained that they have many new drivers and some of the new people had securement issues. There are also reports received from motorists in the public whose reports may or may not have been accurate. Every concern is investigated. Corrections are made and additional training is provided. Grace also asked if a driver should be on the ground when the lifts are moving up and down. Morgen advised that drivers should usually be outside of the vehicle on the ground, but there may be a few exceptions to this expectation. Arlene Washington asked what to expect with her pick-ups from church. Morgen advised that if drivers arrive early they may wait outside until the rider's pick up time. However, riders are expected to

be at the entrance to the church at their pick up time. Let us know if this is not happening.

TRANSIT PLUS: Fran Musci reported that the Triennial Review is scheduled from June 2, 2022 to June 16, 2022. We have already received some of the FTA's questions. The Trapeze Service Infractions module will be installed next week. Warning letters will go out in the beginning of May. MCTS Brewers Line will not be operating this year. Neither will there be any Festival or State Fair service. The location of the Transit Plus pick up and drop off area at American Family Field is the same as last year. In March of 2022 Transit Plus provided 28,375 van rides. This is the highest number of rides since February 2020. Taxi ridership was also up slightly in March to 1,672 rides.

OPEN DISCUSSION: Danita Jackson asked what American United's policy is for lost packages. Paul Sanfelippo explained that several years ago they updated their policy because they had a host of issues. There was a lot of time being spent on items that were not collected. They must abide by the City of Milwaukee Chapter 100 Ordinance which specifies that they should use the City of Milwaukee Police Property Bureau for lost items. This is posted online. American United is not responsible for lost items, however there may be times where a supervisor can try to reach out to a driver in the case of an item of significant value such as a purse or wallet. Drivers often go out of their way to reunite riders with their items. Many items that are found are dropped off at the police station. Police will not take items that cannot be identified with an owner. American United has no plans to change this policy. Paul has had personal meetings with different police districts about the specifications in the Chapter 100 Ordinance but the police are limited in what they can or want to do. However, the police are the enforcers of City Ordinances. Danita asked Paul where an item would be dropped off. Paul advised that it would depend on where and when an item was found.