

**Transit Plus Advisory Council
October 20, 2020 Minutes**

PLACE: Avaya teleconference

PRESENT: Marcia Perkins (Chair), Jim Bahneman (Vice-Chair), David Buck, Danita Jackson, Mae Wingo

ABSENT: Gerald Balezentis, Grace Graves, Laurel Henschel, Annie Johnson, Nilima Mehra, Arlene Washington, Jeanette Williams

GUESTS: Kevin Meyers – Transit Plus Client; Nick Arizola – American United; Morgen McClelland - First Transit; Tracy Harrington – National Express; Fran Musci, Chris Fox, Jo Douville, and Lisa Walters - Transit Plus

CALL TO ORDER:

APPROVAL OF MINUTES: The minutes of the September 15, 2020 meeting were not approved due to the lack of a quorum.

COMMITTEES:

Driver/Reservationist Recognition Committee: no report

Membership Committee: no report

Public Relations Committee: David Buck reported that the three members on the PR Committee are David Buck, James Bahneman and Marcia Perkins. David urged everyone to be careful when traveling and going out. He announced an upcoming event on October 28, 2020 with the National Federation of the Blind Wisconsin Milwaukee Chapter that will include the topic of traveling by cane and guide dog.

UNFINISHED BUSINESS:

Logo and Website Refresh: Fran Musci reported that the TPAC and Transit Plus logos were approved. The transition process is still being worked out and the change will be gradual. The website also has a new look. The Accessibility section is now upfront and more visible. To view the website go to www.ridemcts.com. Kevin Meyers was interested in the cost of the changes. Fran explained that the costs will be minimal because MCTS's Marketing team created the logos in-house and changes to the documents etc. are being done as replacements are needed.

Bus to Oak Creek Amazon/Route 81 Changes: Fran Musci reported that there is a new route from 35th & Fond du Lac to Amazon in Oak Creek. The route will run around shift changes at Amazon. This route will connect with sixteen other MCTS Routes. Service began on October 11, 2020.

NEW BUSINESS:

Milwaukee County Plan to Vote Initiative: Fran Musci reported that the Milwaukee County Aging and Disability Resource Center created a program to assist County residents who are 60 or older or who have a disability make a plan to vote. Residents can call 414-289-6874 to get help identifying any obstacles they may have to participate in the voting process which may include getting ID, determining their polling location, getting instruction on absentee voting, and getting help with transportation to go to a polling place.

TPAC Meeting Time: Fran Musci explained that due to COVID restrictions TPAC meetings are being held by teleconference and are currently being scheduled from 2:00 p.m. until 3:00 p.m. Fran stated that she has a hard stop at 3:00 p.m. If the council wants more time to meet, they could schedule the meeting for an earlier time or continue without Fran after 3:00 p.m.

MOBILITY MANAGEMENT REPORT: Chris Fox reported that they have been busy and have held 3 virtual resource fairs at senior centers, 12 presentations to high school and university students, and 1 ADA training for 13 new bus operators. There will also be another training this upcoming Thursday with 10 new operators. They are reaching out to reschedule with places that previously had to cancel presentations due to the COVID shut down in the spring. They are waiting to hear about 5310 grant funding for 2021-2022.

Jo Douville reported that they have recently had some unconventional travel training. They had a plan to conduct training for 4 homeschooled children and ended up with 9 children in the session. Jo also met with someone yesterday for training. It is getting colder now. New videos on travel training and accessibility were filmed last week. A bus, drone, still camera and video camera were all used to make the videos. The videos should be ready by the end of the year.

CARRIER REPORTS:

American United: Nick Arizola reported that American United provided 1,900 trips in October. The average wait in August was 18 and ½ minutes. The average wait in September was 17 and ½ minutes. So far, they are seeing the number decrease in October to 16 and ½ minutes.

Transit Express: Tracy Harrington reported that Transit Express is currently operating at 44% of 2019 ridership. They are taking many precautions that include providing their drivers with masks, face shields, gloves, hand sanitizer and their own bottle of Pro-Cure cleaning solution. Masks are also being provided to riders. They are not disinfecting vehicles when passengers are on-board. There are two people in a training class now. They are trying to maintain social distancing and are limiting training to a small group. Their building is only open to employees. They have some employees who are out sick with COVID and some are very sick. COVID is an impactful reality they have to deal with now. They are asking everyone to be respectful.

First Transit: Morgen McClelland stated that COVID is a challenge we are all facing and that First Transit is taking all the same precautionary measures as Transit Express. First Transit is

operating at 48% to 50% of normal. They are cleaning buses when empty at the end of a shift or at the end of the day. MCTS is helping them to try and maintain social distancing measures. Day programs keep opening and closing depending on if there are COVID cases.

TRANSIT PLUS: Fran Musci thanked the vendors for continuing to do their job every day for the citizens of Milwaukee County. Everyone is weary. Thanks also to Council Members and riders for doing their part. Travel when necessary as safely as possible. Van ridership is at 50% and American United taxi is at 60%. MCTS Next restructuring has gotten County Board approval. There will be significant changes to routes that will make the system easier to understand. There will be an adjustment period for riders. The Milwaukee County Budget is in the hands of the County Supervisors. A virtual public hearing via Microsoft Teams will be held on Friday, October 30, 2020 at 4:00 p.m. Fran read the County Executive's summary comments on the budget to those participating in today's meeting. Check out the County's website for more information on the budget and the Executive's comments. MCTS is conducting its annual Customer Satisfaction Survey. The Survey will close on October 31, 2020. A link to the survey can be found on the MCTS website. The MCTS Administration building remains closed until further notice. Transit Plus staff have moved to temporary locations within the office to allow for the construction in the lobby. The Transit Plus Trapeze scheduling software is in the process of being upgraded to a newer version. We will move from version 14 to version 19 in December. We are exploring using Microsoft Teams for November's TPAC meeting.

DISCUSSION:

Kevin Meyers asked if there had been any changes to the Transit Plus Rider's Guide. Fran Musci informed him that the Rider's Guide was reprinted in July and that some of his suggestions were incorporated into the Guide.

David Buck reminded everyone that a Nominating Committee needs to be formed to present a slate of candidates for 2021 Officers at the next meeting. Some members terms are also expiring at the end of 2020 and they need to let everyone know if they wish to continue to serve on the Council.

Marcia stated that some commendations were sent in the mail to the Driver/Reservationist Committee and that a new application for TPAC membership was also received and sent to the Membership Committee.

ADJOURNMENT