

**Transit Plus Advisory Council
May 16, 2023 Minutes**

PLACE: Milwaukee County Transit System Administration Building, 1942 N. 17th Street, Milwaukee, Wisconsin, Large Conference Room & via Microsoft Teams Meeting

PRESENT: Grace Graves - Chair, Jim Bahneman – Vice-Chair, David Buck, Laurel Henschel, Marcia Perkins, Arlene Washington, Mae Wingo

ABSENT: Gerald Balezentis, Annie Johnson, Nilima Mehra

GUESTS: Kevin Meyers -guest; Latisha Scott – Transit Express; Kevan Danker and Jerome Harleaux – First Transit/Transdev; Paul Sanfelippo and Karl Schulte – American United; Fran Musci and Lisa Walters - Transit Plus

CALL TO ORDER:

APPROVAL OF MINUTES: The minutes of the April 18, 2023 meeting were approved.

COMMITTEES:

Driver/Reservationist Recognition Committee: no report

Membership Committee: no report

Public Relations Committee: David Buck reported that President Biden ended the COVID emergency. To learn about the accessibility features of the Connect 1 BRT, there will be Open Houses held on May 20, 2023, May 23, 2023 and May 25, 2023. Marcia Perkins reported that she attended the Disability Awareness Day in Madison. There was a good crowd, but it was conducted differently than past years. Attendees were given a folder regarding who they would meet with. There were about 5 people in each session. It was a great learning experience. David advised that he is looking for additional people to join the PR Committee.

UNFINISHED BUSINESS:

Paratransit Taxi Task Force: Fran Musci reported that the Paratransit Taxi Task Force met in April and the next meeting will be held on June 15th in the morning. At the April meeting participants were asked what features should be a priority for a taxi program. American United has extended the taxi contract through September 28, 2023. MCDOT, MCTS, and Milwaukee County HHS Department have been meeting and trying to work out the aspects of an RFP. An update has been provided to the County Board. An RFP needs to go out soon.

Van Contract Transition: Fran Musci reported that First Transit has been purchased by Transdev. Morgen McClelland has left. His last day was Friday. A long-term replacement for Morgen is being sought. Transit Plus meets regularly with First Transit/Transdev to talk about all the transitions. The first wave of the structured transition will take place on June 12,

2023. Those clients who live between Capitol and Hampton will be transferred to First Transit/Transdev. Additional waves will take place in summer and fall. Informational letters will be going out. First Transit/Transdev's phone number will stay the same.

MCTS BRT Launch: The launch of the BRT will take place on June 4, 2023. The BRT will run from downtown to the Milwaukee Regional Medical Center to the Watertown Plank Road Park and Ride lot. There will be Open Houses to explain the accessibility features of the BRT such as quantum securement, braille signage on the platforms, voice announcements, and ticket vending machine. Fares on the BRT will be free from June 4, 2023 to the end of September. Paratransit fares will also be free in the Connect 1 corridor during this time frame. We are working to set up the scheduling software.

NEW BUSINESS:

Transit Plus Customer Satisfaction Survey: Fran Musci reported that everyone should have received a postcard about the upcoming survey which can be answered online, or a call can be made to request a paper copy. Everyone should take it to say what is important to you, and what are the problem areas for you, and what should be continued. By taking the survey, there will be a chance to win a prize pack which includes a book of Transit Plus tickets.

Driver Recognition Award: Grace Graves presented the driver recognition award to driver Justin Tamayo of First Transit.

MOBILITY MANAGEMENT REPORT: Fran Musci reported that the Mobility Management Team has been providing Freedom on Wheels presentations. Paula attended the Wisconsin Association of Mobility Managers conference in April. The group brainstorms solutions to common problems. WisGo cards have been mailed. Let us know if you have not gotten your card or if you need help with how to load your card. With the launch of the BRT, Waukesha Metro Route 1 will be coming into Milwaukee and will be serving Blue Mound Road to the Medical Center. Waukesha Route 1 will meet the BRT at 92nd and Connell and at 95th and Bluemound. Route 1 will also serve Brookfield Square and the Milwaukee County Zoo. Milwaukee paratransit riders can apply to Waukesha Metro's paratransit to ride Waukesha paratransit into Waukesha. Transit Plus vans will serve the Bluemound Road corridor for another year.

CARRIER REPORTS:

American United: Paul Sanfelippo reported that 2023 continues to be strong and growing month over month. May is looking to be the best month since pre-COVID. On-time is dropping. The Waukesha-Milwaukee collaboration is a big step in breaking down barriers. Transdev is a good organization with a quality product. Paul went to the Milwaukee County Department on Aging seminar for seniors at Wilson Park where challenges were discussed. Paul introduced Karl Shulte who has joined American United. Karl has a long history of being an advocate for transportation. Karl will attend future TPAC meetings. Paul stated he appreciates the Taxi Task Force and those who pushed for a taxi extension. Paul is looking forward to seeing the RFP which should have a lot of good pieces.

Transit Express: Latisha Scott reported that Transit Express is still hiring. It is challenging however as they are letting drivers know that they are transitioning and that the drivers can go to Transdev in the future. Transit Express has three new drivers on the road, three soon to be in behind the wheel training, and two drivers starting a new class on Monday. It is hoped they will be successful until the end of the contract. We are working hard to keep everyone safe.

First Transit/Transdev: Kevan Danker thanked everyone for the welcome. Kevan mentioned that he has been in paratransit his entire career. He has previously worked in New Jersey and Washington, D.C. This is one of the best operations because of Morgen's leadership. He will keep pushing customer service. There will be a phone system upgrade later this month. Call back if you have a phone issue.

TRANSIT PLUS: Fran Musci reported that 31,610 van rides were provided in March 2023. April's ridership will be slightly lower. Ridership however is the highest since February 2020. It is coming back quickly. Overall ridership is at 85% of pre-COVID levels. MCTS was selected by the FTA for a Drug & Alcohol audit. All paperwork for the audit has been submitted. The audit interviews will be conducted from June 6, 2023 to June 9, 2023. Heidi Robinson our long-term Clerk in the Transit Plus office is retiring June 1st. Pauline Rosenblatt who processed our invoices has been promoted to another position in the company. Jasmine Watson has taken Pauline's position.

OPEN DISCUSSION: Laurel Henschel explained that she travels with her son as his PCA. She had a concern that she told reservations they both used wheelchairs, but that this did not seem to be communicated to the drivers.

ADJOURNMENT