

**Transit Plus Advisory Council**  
**January 21, 2025 Minutes**

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

**PRESENT:** David Buck - Chair, Terry Hogans - Vice Chair, Kelley Santi, Arlene Washington, Mae Wingo

**ABSENT:** Laurel Henschel, Janice Briggs-Simmon, Nilda Rivera, Elois Reed, James Bahneman

**GUESTS:** Patricia Martin, Helen White – TPAC Applicants; Kevin Meyers, Daniel Barone, Lawrence Brown, Mark Hubbard, Kevin Fortune – Guests; Mark Ward, Patrick O’Brien, and Tim Mitchell – Transdev; Joe Pietrek – Via; Jeff Sponcia – MCDOT; Fran Musci, Megan Newman, Paula Schultz and Lisa Walters - Transit Plus

**CALL TO ORDER:**

**APPROVAL OF MINUTES:** The minutes of the December 17, 2024, meeting were approved. Motion by Kelley Santi, seconded by Terry Hogans.

**COMMITTEES:**

**Driver/Reservationist Recognition Committee:** no report

**Membership Committee:** In the December meeting the membership committee proposed that Patricia Martin and Rev. William Jackson serve on TPAC. Motioned by Arlene Washington and seconded by Terry Hogans. The members unanimously approved both into office.

**Public Relations Committee:** David reminds everyone that flu season is among us. Please get vaccinations which are widely available. David Buck also extended thanks for the free rides on New Year’s Eve sponsored by Miller Coors Corporation.

**UNFINISHED BUSINESS:**

**Same Day Ride Pilot:** Fran Musci reported that ridership continues to grow slowly – trip totals as follows: September – 10 trips, October – 10 trips, November – 22 trips, December – 29 trips. Via is currently enrolling all active Transit Plus clients. Transit Plus will notify clients about their enrollment in waves to avoid overwhelming customer service staff.

Next Taxi Taskforce Meeting is Thursday January 23<sup>rd</sup> via Zoom. Please reach out to Fran if you would like to attend.

## **NEW BUSINESS:**

**2025 Committee Assignments:** David Buck asked for volunteers for the different committees; Drivers / Reservationists Committee, Membership Committee, and Public Relations Committee. Each TPAC member must serve on one of these committees. No volunteers stepped forward during the meeting. David will be reaching out to discuss with members.

## **2025 OATS Transportation Program Changes:**

TPAC anticipated that Claire Enders would be in attendance, but she was unable to make it, so Fran Musci gave a brief update and asks that questions are directed to the OATS Program Director, Claire Enders.

The OATS program had funding issues at the end of December which required them to discontinue service prior to December 31, 2025. Some OATS riders were calling Transit Plus as an alternate form of transportation. The qualifications for Transit Plus riders are different from OATS. Transit Plus also has a more in-depth application process and requires an in-person assessment so this was not a viable alternative for some OATS riders.

As of January 2, 2025, the contract for OATS rides is provided by Z Trip. The OATS program provides rides for Milwaukee County residents, age 60 and older, for grocery and healthcare trips. Please call OATS for more information at 414-289-6874.

## **MOBILITY MANAGEMENT REPORT:**

The Mobility Management Team would like to thank Lisa for sharing her knowledge, advice, wisdom and friendship over the years. We will miss you. Enjoy your well-earned retirement!

The latest securement training video is expected to be completed this week, and the Mobility Management Team plans to use it at the upcoming training class for new operators on February 6<sup>th</sup>.

Paula would like to remind everyone that MCTS is still seeking rider input for fixed route bus service changes that will go into effect in Fall 2025. There is still an opportunity to attend upcoming Move 2025 listening sessions:

January 22 – Silver Spring Neighborhood Center at 5:30 PM

January 25 – Village of West Milwaukee Community Center at 10:00 AM

February 4 – MCTS Administration Building from 9:00 AM – 4:00 PM

ASL interpreters will be present at all events. For other ADA accommodation requests please contact MCTS.

If people are unable to attend one of the listening sessions, they can complete an online survey at <https://www.ridemcts.com/routes-schedules/move> There is additional information at this website pertaining to the proposed changes.

**TRANSDEV REPORT:** Patrick O'Brien is happy to announce that they have filled all management roles at Transdev. Tim Mitchell is the new Assistant General Manager who previously worked for a smaller Transdev location in Missouri. Vickie Grey is the new Customer Service Manager. Vickie has worked in transportation for several years, transitioning from First Transit. She was managing the OATS program that ended in

December 2024. Transdev currently has approx. 150 drivers. The goal is to hire 10 more, for a total of 160. The 2025 budget also included three more dispatchers. One position has an accepted offer and Transdev is recruiting two more.

**VIA REPORT:** Joe Pietrek reports that the integration of all Transit Plus riders to the Via system is anticipated to be complete by Friday. Via staff is going to be at the MCTS office in February to discuss service in 2025.

**TRANSIT PLUS REPORT:** Fran Musci reported that ridership for December 2024 was 30,615. This brought the 2024 total to 364,360, an increase of almost 13,600 rides over 2023. 2024 total is approximately 83% of pre-COVID (2019) ridership.

November 2024 Ridership Statistics:

- Total trips 29,921
- Productivity 1.40
- Missed trips 137
- On time performance 94.27%

Total complaints were 100. The highest categories were:

- On time: 17
- Ride duration: 15
- Door to door: 12
- Safety: 12

There were 8 formal commendations.

On time performance has continued to improve since last month. More importantly, complaint response time and thoroughness has improved significantly. Transit Plus still needs to see improvement in the areas of productivity (passengers per service hour), on time appointment arrival times, and ride duration. These key performance indicators have improved but are still below contract standards. Transit Plus is looking forward to more improvements now that staffing levels at Transdev have improved.

## **OPEN DISCUSSION:**

Kevin Meyers asked about the ADA report and if the report was going to be corrected going forward as stated previously. Fran explained that the footnotes on the ADA report were for internal use. Kevin saw them because he needed an accessible version of the spreadsheet, but these footnotes are not part of the actual published report. The footnote about total trips and cancellation codes and will be removed from the Excel workbook because all cancellation codes as mentioned in that footnote are not reflected in the report. In addition, the total number of scheduled trips will be corrected as of January to include Will Call trips that were previously not included in the total scheduled trips.

Kevin Meyers states that in the December meeting he pointed out a discrepancy in the minutes for the June meeting. He said that he looked back, and they have not been amended. Fran responded that the minutes were approved, therefore will not be amended but it is noted in the minutes for the December meeting.

Kevin Meyers asks Patrick O'Brien what the status is on scheduling sensitivity training for Transdev staff based on a previous meeting with Ms. Brown-Martin with Milwaukee County. Patrick says they have scheduled meetings with Ms. Brown-Martin to discuss and it will be an ongoing process.

## **ADJOURNMENT**

Motion to adjourn made by Arlene Washington, seconded by Terry Hogans.