

## **Transit Plus Advisory Council**

### **March 18, 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, Arlene Washington, Nilda Rivera, Laurel Henschel, Patricia Martin, Rev. William Jackson, Helen White

**ABSENT:** Elois Reed, James Bahneman, Mae Wingo, Kelley Santi, Janice Briggs-Simmon

**GUESTS:** Claire Enders – Milwaukee Co. Department on Aging; Mark Ward, Tim Mitchell, and Patrick O'Brien – Transdev; Joe Pietrek – Via; Jeff Sponcia – MCDOT; Fran Musci, Megan Newman, and Paula Schultz - Transit Plus; Eric Rademacher – UZURV; Anita Spight and Kevin Meyers - Guests

#### **CALL TO ORDER:**

**APPROVAL OF MINUTES:** The minutes of the February 18, 2025 meeting were unanimously approved. Motion by Terry Hogans, seconded by Rev. Jackson.

#### **COMMITTEES:**

**Driver/Reservationist Recognition Committee:** The committee met to review the formal commendations from December 2024 through February 2025. There are three drivers who will be awarded honors at the April meeting for customer service that exceeds expectations. Please attend the meeting in April for that announcement.

**Membership Committee:** Transit Plus regrets to inform the committee and attendees that Member Jim Bahneman has passed away. The Membership Committee will meet in April to discuss the impact on TPAC membership.

**Public Relations Committee:** Effective immediately, Chair David Buck appoints Terry Hogans to be the Vice Chair of the Public Relations Committee.

David Buck states that there is now a measles outbreak in Texas and would like to express the importance of getting vaccinations to protect yourself.

David Buck would like to thank Miller Coors for the free rides on Saturday March 15, 2025 for St. Patrick's Day celebrations.

David Buck explains that there was legislative outreach through Life Navigators and the Survivor Coalition of Wisconsin to our elected officials over Zoom on 3-12-25.

#### **UNFINISHED BUSINESS:**

**Transdev Update:** Fran Musci states that Transdev experienced an outage that affected the connectivity of the tablets that drivers use for trip assignments and navigation. The outage lasted

from approximately 9:00 AM to 5:00 PM. This outage impacted on time performance. This was an isolated occurrence and service standards were back to an acceptable level the following day, Friday, March 7, 2025. Transdev will be updating to the most recent version of the tablet to avoid this from recurring.

As part of contract management, Transit Plus meets with leadership at Transdev three times each week to discuss Key Performance Indicators (KPIs). Transdev earns incentives when KPIs are met and is assessed liquidated damages when KPIs are not met each month. Transdev is working to improve productivity to drive down costs and increase efficiency. Transdev is working to adjust their service to balance all KPI's.

**Same Day Ride Pilot Update:** Through February 2025, Via consistently provided about 30 trips per month. Beginning March 3, 2025, the trip purpose was expanded to include anything that is vital to a rider's wellbeing. The drivers now accept the \$10 fare in cash but will not provide change. Riders can take a companion for an additional \$10 fare. Personal Care Attendants can accompany a rider at no additional charge. Vans are equipped to carry one mobility device, so if the rider and their companion or PCA use a mobility device two separate trips will have to be booked. Through March 17, 2025, Via exceeded previous months' ridership with a total of 38 total rides. All Transit Plus clients are registered and can call Via at 414-946-6318 or download the Transit Plus Same Day Ride App to schedule a ride. Rides can be booked from 7:00 AM to 5:59 PM seven days a week. Transit Plus clients can ride 6 trips per month. Shopping bags are limited to two. This service is to be utilized when rides cannot be scheduled the day prior and does not replace the van service provided by Transdev.

## **NEW BUSINESS:**

**Account Based Fare Collection Project:** Transit Plus is working to establish a fare collection system that will replace ticket collection. A UMO card will be scanned to pay a fare. This is the same form of fare payment used on the fixed route bus system. Transit Plus is at the beginning stages of building a team of key contributors to implement the project. It is the goal to implement by January 2026.

**Aira Navigator:** The Aira App has been discontinued on Iphone and Android. It was replaced by Aira Navigator. This app uses the camera lens of a cellphone to help riders navigate. In the future, this app will also include a sign language interpreter. The app is provided at no cost to MCTS bus riders.

## **MOBILITY MANAGEMENT REPORT:**

The Mobility Management team is busy with Freedom on Wheels group bus training presentations at many high schools across the city. We are currently scheduling out to the end of May.

MCTS is celebrating its 50<sup>th</sup> anniversary providing service in Milwaukee County. There will be a press conference tomorrow and an unveiling of the new bus design.

Our Travel Training Specialist, Jo Douville is retiring after 14 years on the team. We are currently reviewing applications and hope to have the position filled by the end of April or early May.

**TRANSDEV REPORT:** Transdev – Patrick O'Brien reported that they now have an adequate number of drivers and are fully staffed for Dispatch and Reservationists.

Patrick also reminded everyone to make sure their walkways are shoveled so that drivers can safely get riders to the van.

**VIA REPORT:** Joe Pietrek stated that new options are coming for the same day ride program at the beginning of March. For example, they will allow cash payments. Must have exact change. Further details to come.

**TRANSIT PLUS REPORT:** Fran Musci reports the following service update:

February 2025: 29,677 rides

OTP January 94.95%

Month of January Complaint Summary:

Total complaints: 83

Highest category: On time - 12

Commendations: 9

**OPEN DISCUSSION:** Terry Hogans thanks Transdev for the opportunity to talk with new drivers. Patrick O'Brein says his message was well received by the trainees, dispatchers and managers. Nilda Rivera would like to reiterate what Terry said. She had the opportunity to present at Transdev and says it's good to put a face with the name of people she talks to regularly. The rest of the TPAC committee members in attendance at this meeting would be willing to help with this initiative.

Patricia Martin asks if the reservationists can see how many people are on the van when booking rides. Patrick O'Brein says they cannot, as rides aren't scheduled on a van until the day prior. The reservationists are given the best three options for time when booking a ride based on the requested time by the rider.

Arlene Washington asks if she takes a ride to go shopping and she is done early, can she request an early trip home? Fran Musci states that adjusting trips has an impact on Transdev's productivity and if you request a different pickup time the ride is cancelled and a will call ride is created. This means that a van will come when there is one available and you may end up waiting longer than the originally scheduled ride.

Terry Hogans asks if drivers know the client's disabilities. Fran Musci says that it is private, sensitive information. Transit Plus and Transdev must be mindful about who can see this information because of HIPPA laws. The drivers are given sensitivity training and taught to ask passengers how they can assist. The best practice is just to talk to drivers. Communication is key.

## **ADJOURNMENT**

Motion to adjourn made by Rev. William Jackson, seconded by Helen White. Unanimously approved.