

Transit Plus Advisory Council
May 20, 2025 Minutes

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

PRESENT: David Buck - Chair, Terry Hogans - Vice Chair, Mae Wingo, Nilda Rivera, Laurel Henschel, Rev. William Jackson, Helen White, Kelley Santi, Anita Spight, Arlene Washington

ABSENT: Elois Reed, Patricia Martin, Janice Briggs-Simmon

GUESTS: Patrick O'Brien – Transdev; Joe Pietrek – Via; Jeff Sponcia – MCDOT; Fran Musci, Paula Schultz, Emma Christenson and Megan Newman - Transit Plus; Eric Rademacher – UZURV; Kevin Meyers - Guest

CALL TO ORDER:

APPROVAL OF MINUTES: The minutes of the April 15, 2025 meeting were unanimously approved. There was a spelling error identified by Laurel Henschel, which has been corrected. Motion by Kelley Santi, seconded by Terry Hogans.

COMMITTEES:

Driver/Reservationist Recognition Committee: No update.

Membership Committee: David Buck reports that Anita Spight has been voted in to fill the 13th seat on the TPAC committee. He congratulates her. Incoming applications will be considered as there are vacant seats on the committee.

Public Relations Committee: David Buck states we are past COVID and flu season but measles outbreaks continue. Talk to your doctor about an MMR vaccination.

David reminds clients that it is road construction season. That could impact travel times and clients should account for added travel time.

The Public Relations Committee will hold a meeting on June 17, 2025 at 1:00 PM.

UNFINISHED BUSINESS:

Account Based Fare Collection Update: Transit Plus staff will begin conversations with the ADRC to determine a procedure for agency fare billing.

Transdev Update: Fran Musci states that Transit Plus continues to meet with Transdev at least three times per week to balance efficiency and service.

There are corrections that need to be made to the March data provided by Transdev. Transdev added high efficiency routes in March that were not accurately recorded in the data. Once accurate reporting is provided by Transdev, Transit Plus staff will reprocess the numbers for March and April. No ridership stats to report because of this reason. Accurate reporting will be completed by our next meeting.

Same Day Ride Pilot Update: Fran Musci gave a recap of ridership. For the entire month of February there were a total of 30 rides. Fran is happy to announce that there were 151 trips on the same day pilot carrying a total of 179 passengers. Through May 19th, there has been a total of 156 rides provided with a total of 179 passengers. The increased ridership has caused an increase in “seat unavailables”, meaning the driver(s) on staff are busy with other trips. Transit Plus has maintained the same amount of service hours to preserve the budget till the end of 2025. Transit Plus will continue to watch trends to manage ridership.

The Taxi Taskforce will hold a meeting on May 22nd at 9:00 AM. Please contact Fran if you would like to attend.

NEW BUSINESS:

New Travel Training Specialist with Transit Plus: Paula Schultz announces that she has a new Travel Training Specialist on her team. Emma Christenson just graduated from college earning her associates degree. She has worked at two different eye clinics as a technician and, most recently, worked for a car dealership in customer service. Welcome aboard, Emma.

I-94 Construction: Fran Musci reports that construction will begin on I-94 very soon. The project will reconstruct the freeway from 17th Street to 70th Street. The construction project will be done in three phases, beginning with eastern end of the project including the 27th Street viaduct and the 35th Street viaduct over the freeway. The project is anticipated to take approximately nine years, overall. Transit Plus staff is working with contractors to plan the best we can to avoid service delays. At times it could be unavoidable, so please plan for extra travel time due to detours.

TPAC Training: Transit Plus would like to select a date for TPAC training. Megan Newman states that the training will consist of training and discussion regarding the TPAC bylaws and Roberts Rules of Order. Fran Musci proposes two dates: June 25th from 12:00 PM to 3:00 PM or June 26th from 9:00 AM to 12:00 PM. As a group, the TPAC Committee determined that June 25th will work best.

MOBILITY MANAGEMENT REPORT: Paula Schultz reports that the mobility management team is very busy at this time of year. Since January 2025, the team has done 30 Freedom on Wheels group training sessions, attended by 457 people. Mobility management has done three ADA sensitivity trainings, presenting to a total of 47 drivers. They have also had 27 individual trainings. Paula says her team is always willing to train so if you know of anyone who could benefit, please ask them to reach out to Paula.

TRANSDEV REPORT: Transdev – Patrick O’Brien reports that there is a change at American Family Field. The pick up and drop off location is the same, but the gate is no longer staffed with a security person. The route to get to the area takes the driver through an “exit only” area, so if you see the driver going through this area, it is approved by staff at American Family Field.

Patrick reports that today is the first train the trainer session with staff at Center for Deaf Blind Persons. The staff that will be attending is management staff who intend to share their knowledge with existing staff and new staff in the future.

VIA REPORT: Joe Pietrek states that service is expanding as reported earlier in the meeting by Fran Musci. Via is dealing with a few challenges with staffing at appropriate times during the day to minimize seat unavailables.

TRANSIT PLUS REPORT: Fran Musci reports the following service update: March 2025: 32,862 rides. This number is slightly low. Pre-COVID numbers were around 36,000 per month. For April 2025: 34,352 rides were provided. The number continues to increase.

Transit Plus is reminding riders to cancel unneeded rides at least two hours in advance in order to help make the service more efficient for everyone.

Month of March Complaint Summary:

Total complaints: 64

Highest categories:

Pickup Dropoff Problems – 12

Safety – 8 Late

Late Appointment Dropoff – 7

Commendations: 4

OPEN DISCUSSION: Fran Musci states Independence First – Transportation Advocacy Team is holding a public listening session to talk about service provided by Transdev. Kevin Meyers states the meeting will be held on June 14, 2025 from 11:00 AM – 12:30 PM. Kevin will forward the flyer.

Helen White states she took her first ride on the Same Day Ride service. She states she wanted to add a credit card for payment, but the reservationist said they only take cash. Joe Pietrek states that he would like the information so he can investigate.

Helen White thanks Patrick O'Brien for correcting behavior on the radio that morning. She was riding on the van and heard a dispatcher being rude to a driver and Patrick stepped in and said that it's not acceptable. She appreciates the intervention.

Kelley Santi states that she had a situation on May 19th. She had a ride booked to Greenfield Community Center. The driver had a family emergency and called to dispatch stating they might have to go home. She spoke on the phone while the bus was moving. Patrick took a note and said he would investigate.

Rev. Jackson states on Easter Sunday, he went to church around 10:00 AM. He received a call that the van was arriving and it never did. He was on hold with Transdev for over an hour waiting for someone to answer. He didn't get home until almost 1:00 PM.

Fran Musci asks that these individual issues should be brought to Transit Plus as they occur and that riders should call our call center at 414-343-1700. Talking about them in this forum does not allow for proper documentation and investigation.

Laurel Henschel states that it is very difficult to hear reservationists when she calls. Patrick would like her to ask the reservationist if she is on speaker.

Anita Spight states that she had a ride scheduled home from church on Mother's Day. No one ever came to pick her up.

ADJOURNMENT

Motion to adjourn made by Rev. Jackson, seconded by Anita Spight. Unanimously approved.