

Transit Plus Advisory Council

January 20, 2026

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

PRESENT: Terry Hogans - Vice Chair, Laurel Henschel, Kelley Santi, Arlene Washington, Elois Reed, Anita Spight, Helen White

EXCUSED: Nilda Rivera, Pat Martin

ABSENT: Janice Briggs-Simmon, Mae Wingo

GUESTS: Patrick O'Brien - Transdev; Fran Musci, Paula Schultz, Megan Newman - Transit Plus; Jeff Sponcia – MCDOT; David Zaniewski, Jeff Young, Rita Bruce - Guests

CALL TO ORDER

APPROVAL OF MINUTES: The minutes for the December 16, 2025 meeting were unanimously approved. Motion by Arlene Washington, seconded by Kelley Santi.

UNFINISHED BUSINESS:

Nominating Committee: David Buck has resigned from TPAC. Terry will be acting as Chair until new officers can be elected. TPAC members will continue with the election process for 2026. Committee Chair Arlene Washington states that the current Vice Chair, Terry Hogans, would like to be considered for Chairperson. At this time, he runs unopposed. Kelley Santi and Helen White would like to be considered for the position of Vice Chair. If other TPAC members are interested in either of these positions, Arlene Washington will notify Transit Plus to add names to the ballot. Elections will take place at the February meeting.

Account Based Fare Collection: Transdev drivers have been carrying handheld devices to collect fares from WisGo cards since mid-December. For the most part, there have been no issues. Open house events have concluded and Transit Plus staff is going to send out the remaining cards by mail.

MCTS Budget Update: Bus route changes went into effect Jan 11th. Another round of changes goes into effect March 8th. Transit Plus staff will request a staff member of Service Development to discuss the March 8th changes in our February meeting. 2027 Projected budget gap is currently \$18-20 million at the reduced service levels put forth in 2026. Per Budget amendment will be working on a report for recommendations to improve the program for the July Board Cycle. More to come on this in the next few months. This process will include public input. That will include input from TPAC Members. Staff are working on identifying how to manage this task and will have more information in the upcoming months.

Transdev Update: Transdev continues to hire drivers to meet demand. There have been a number of attendance issues that contribute to staffing shortfalls. Managers at Transdev continue to address the attendance issue in accordance with the collective bargaining agreement.

Transit Plus continues to work with our attorney to come to an acceptable resolution to ongoing service issues. Director Fran Musci will be presenting at the Transportation & Transit Committee on Wednesday January 21, 2026, on current service levels. MCTS is supporting Transdev as they explore the potential impact of different paratransit scheduling software.

Same Day Pilot Update: November ridership: 400 total trips carrying 492 total passengers. Preliminary numbers for December are 488 trips carrying 596 passengers which is a new record since the inception of the pilot program.

NEW BUSINESS:

ABBG Customer Satisfaction Survey: Transit Plus received 384 responses, 83% completed by Transit Plus clients. Overall survey administration was much more streamlined in 2025 by providing the survey in primarily online format. This resulted in higher client participation and a greater percentage of responses that provided an adequate level of information and were not identified as computer generated, also referred to as “clean responses”. Transit Plus staff helped those people who requested assistance in completing the online form.

Clients indicated that they use the service primarily for medical trips, or multiple purposes with work/school/day program being the second highest single use category. While overall customer satisfaction was 3.93 out of 5.0, only forty percent of our riders would recommend our service to their family and friends. The primary categories of dissatisfaction were on-time performance, trip scheduling and availability of accurate real time information. In comparison to the 2023 survey results, our net promoter score decreased from 48% to 40% and our overall customer satisfaction score decreased from 4.14 to 3.93. This reflects the overall decline in performance seen in 2025.

Same Day Pilot Service Proposals: Customer Relations Manager, Megan Newman prepared a report that was sent to TPAC Members in the packet for the February meeting. The report provides ridership statistics from September through December 2025. Transit Plus must trim service on the Same Day Ride Pilot to align with the budgeted amount to administer and operate the pilot. Transit Plus proposes to eliminate the first operating hour each day, from 7:00 – 8:00 AM, saving approximately 300 service hours in 2026. During the months that were sampled, riders during this hour accounted for 3.89% of overall completed rides. This option has the lowest impact on service than other options considered. TPAC Members unanimously agree that cutting service from 7:00 – 8:00 AM is the best option for trimming service hours.

TRANSIT PLUS REPORT:

November 2025

- Ridership: 29,762 rides provided on paratransit.
- On time performance: November 92.01% Baseline goal is 93%. December was worse, January is showing improvement.
- Client Feedback: 66 complaints: On -time 14, Ride Duration and Late appointment drop off 11. There were 11 Staff commendations.

COMMITTEES:

Provider Employee Recognition Committee: Arlene Washington states reservationist George is a good candidate for recognition. Laurel agrees with Arlene. Laurel proposes that the committee reviews all commendations to determine who should be recognized. Terry Hogans recommends reviewing commendations for the months of October – December 2025. The Provider Employee Recognition Committee will meet on February 17, 2026, at 1:00 prior to the regularly scheduled TPAC meeting. Terry Hogans suggests all TPAC members attend.

Membership Committee: No updates.

Public Relations Committee: No updates.

MOBILITY MANAGEMENT REPORT: Paula will be presenting to staff at the next National Alliance on Mental Illness (NAMI) training for staff at MCTS. She will be reviewing ADA requirements with attendees. The travel training schedule is filling up. Schools are calling to request training in spring. Our new Travel Trainer is regularly out in the community providing training to groups and individuals. She has availability if you know anyone who could use the service.

CARRIER REPORT:

Transdev: Patrick O’Brein reports that he is overall satisfied with the new account-based fare collection system. All drivers have been trained on the new process. They have been dealing with minor glitches but restarting the handheld device generally resolves the issue. Drivers are reminded that the tap is on the back of the handheld device. There is also an option to access a QR code on the WisGo app to pay rather than using the card. There was a miscommunication regarding tickets amongst the drivers that has been corrected. Drivers were communicating that tickets would no longer be accepted, which is inaccurate. Tickets cash and WisGo fare will be collected through 2026.

Transdev recently provided lunch for their staff for their holiday party. During this event Transdev managers took the opportunity to recognize individuals who provided exemplary service. Transdev will identify an employee of the year to be announced soon.

Via: Joe Pietrek reiterates the updates discussed previously in this meeting regarding service levels and proposals. He has nothing to add.

OPEN DISCUSSION: Helen put in complaint with Transdev and talked with Patrick personally.

She states she never got a return phone call with a resolution. She states that Anita Spight complained same day and already got a response. Megan Newman states that there is a specific process to report complaints which will result in follow-up if clients request. It is difficult to communicate the outcome in a meeting because staff do not have access to scheduling databases or communication files. Megan will discuss it with Helen after the meeting concludes.

ADJOURNMENT: Motion made by Terry Hogans, 2nd by Kelly Santi. Motion carries unanimously.

NEXT MEETING: Tuesday, February 17, 2026 at 2:00 PM.