

Transit Plus Advisory Council

March 17, 2026

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

PRESENT: Terry Hogans - Chair, Helen White – Vice Chair, Laurel Henschel, Kelley Santi, Arlene Washington, Nilda Rivera, Patricia Martin, Anita Spight, Mae Wingo

EXCUSED: Elois Reed

ABSENT: Janice Briggs-Simmon

GUESTS: Patrick O'Brien - Transdev; Megan Newman, Fran Musci - Transit Plus; Claire Enders – Milwaukee County Aging and Disability Services; Jeff Sponcia – MCDOT; Nikki Todd – Milwaukee County Office of Strategy, Budget & Performance; Joe Pietrek – Via; Jeff Young, Rita Bruce, Kevin Meyers – Guests

CALL TO ORDER

APPROVAL OF MINUTES: The minutes for the February 17, 2026, meeting were unanimously approved. Motion by Terry Hogans, 2nd by Arlene Washington.

NEW BUSINESS:

Provider Employee Recognition Committee Presentation of Awards: The committee met in February to select three employees at Transdev who have provided service above and beyond what is expected of their position. Reservationist George Woodards, Reservationist Yolanda Lopez and Driver David Brueckner were awarded for their dedication to outstanding service.

UNFINISHED BUSINESS:

Nominating Committee – 2026 Election: TPAC Members voted for Chairperson and Vice Chairperson of the Council for 2026. Candidates for Chairperson: Terry Hogans, ran unopposed. Candidates for Vice Chairperson were Kelley Santi and Helen White. There were seven members who voted, creating a quorum. Terry Hogans won unanimously for Chairperson. Helen White won the election for Vice Chairperson over Kelley Santi, 5 votes to 2 votes. The council unanimously approved the election, motion made by Arlene Washington, 2nd by Anita Spight.

Transdev Update: New driver hiring is finally balancing with driver turnover. MCTS is still working with our attorney to develop an acceptable resolution to meet service and contract issues. A software vendor has been selected. More information will be shared as soon as the contract between vendor and Transdev is finalized.

Transit Plus Same Day Pilot Update: January ridership has reached a new high of 493 trips transporting a total of 591 passengers. Since the pilot began in September 2024, the program has provided a total of 3,893 trips and 4,807 passengers through January 2026.

Updates to the Same Day Ride Pilot service day took place on Monday, March 16, 2026. The reservation period changed from 7:00 AM to 5:59 PM to 8:00 AM to 5:59 PM. This change was made to align budget to ensure the program can remain fully funded through 2026. The 7:00 to 8:00 AM hour had the lowest number of trip requests since the program began, with the lowest impact on riders.

TRANSIT PLUS REPORT:

- **Ridership:** January: 29,978 rides. The total amount of rides was impacted by extreme cold weather and snow.
- **On Time Performance:** January 2026: 90.47% This increased from on time performance in December 2025 of 85.84%. The expectation is 93% as indicated set the contract.
- **Productivity:** January: 1.56. The productivity expectation set in the contract is 1.70 passengers per service hour (PPSH).
- **January feedback:**
 - 37 complaints – a significant decrease. December complaint total was 91. The highest categories for complaints in January were On -time pickup, Late appointment drop off, and Door to Door service, each category holding 7 complaints.
 - 9 Staff commendations.

WisGo on Paratransit: The usage of the new account-based fare system is steadily increasing. Transit Plus continues to work directly with long-term care funding agencies and group homes on the transition to WisGo for their riders. Until notified, long-term care funding agencies will continue to issue tickets to their clients.

\$4.00 ticket sales ended on February 27, 2026. Tickets are still accepted on the vans through 2026. Cash will be accepted on an ongoing basis. Riders are encouraged to use up any remaining tickets prior to paying with their new Transit Plus WisGo card.

Transit Plus Public Meetings: Budget Amendment 20 reads, “MCTS, in collaboration with the Department of Transportation, and with input from paratransit riders and from advocacy organizations, shall evaluate current operations and recommend strategies to improve the rider experience, focusing on reliability, accessibility, timeliness, and overall customer satisfaction. A report with findings and proposed solutions shall be presented to the Milwaukee County Board of Supervisors by the July 2026 meeting cycle.”

To gather feedback, Transit Plus will hold the following listening sessions:

- Tuesday, April 14, 2026, at the MCTS Administration Building, located at 1942 N 17th Avenue, Milwaukee WI 53205. Registration begins at 4:30 PM, Meeting is from 5:00 – 7:00 PM.

- Wednesday, April 15, 2026, at the Villard Square Branch Library located at 5190 N 35th St Milwaukee, WI 53029. Registration begins 12:30 PM, Meeting is from 1:00 PM – 3:00 PM.
- Saturday, April 18, 2026, at Independence First located at 540 S 1st St Milwaukee, WI 53204. Registration begins at 9:30 AM, Meeting is from 10:00 AM to 12:00 PM.

Attendees are required to register in advance so Transit Plus can plan appropriately and provide the necessary accommodations for attendees. Deadline to register will be April 7th. There will be an option to provide feedback for people who cannot attend in person. Transit Plus is in the final stages of planning with MCTS Marketing. Once completed, Transit Plus will share information by email to TPAC, on the MCTS website, social media, on vans, shared through advocacy network, and the Office of People with Disabilities (OPD).

COMMITTEES:

Provider Employee Recognition Committee: No additional updates.

Membership Committee: No updates.

Public Relations Committee: No updates.

MOBILITY MANAGEMENT REPORT:

Fran Musci provided the report in Paula Schultz's absence. The Mobility Management team is increasing the ADA training provided to operators based on response to the customer feedback survey. ADA training is given to all new operators and on an ongoing basis to operators who have been with MCTS for longer as a refresher. Paula worked with Marketing to create a series of short videos that will play at the bus stations that address topics like proper mobility device securement and MCTS's expectation that operators escort riders who are in a mobility device on the ramp. Mobility Management also presents a segment in National Alliance on Mental Illness (NAMI) who are in the process of training all MCTS staff.

CARRIER REPORT:

Transdev: Patrick O'Brien thanks the employees of Transdev, particularly the three employees awarded friendly service, outstanding work ethic, and exemplary performance.

Hiring efforts are successful and Transdev staffing is at an acceptable level. New hire training is going well, and new drivers are hitting the ground running. This is reflected in increased KPI's and decreased complaints. Yesterday was low ridership due to inclement weather which has caused an increase in rides today which could impact service.

Transdev is in the beginning stages of building reconstruction project at the main office. The project kick-off is slated to begin in late April. The project will be managed in two phases; Phase one will update the second floor and phase two will be updates to the first floor. Updates will include the HVAC system, create a safer fire evacuation system to improve building conditions for staff.

Via: Updates have been implemented to the driver portal which allows drivers to view their safety rating. Via managers track their stats, such as hard brakes, vehicle speed, and abrupt maneuvers. The information is now available to drivers at any time without manager intervention. The system has proven to be helpful for monitoring driver performance, as it makes things easier to manage remotely.

OPEN DISCUSSION: Terry Hogans states that moving forward, we will continue to use Robert's Rules of Order, so he asks that all Council Members review them. Members had questions about what that means. Megan Newman provided training that contained an overview of Robert's Rules of order in June 2025. She will send the training information to members, so they are able to review.

Terry Hogans states that, as the Vice Chair, Helen White, will read the agenda at each meeting going forward. If Helen isn't present, the Parliamentarian, Laurel Henschel will take on the task.

Terry Hogans states that he plans to attend the open discussion meeting on April 14th. He encourages all TPAC members to attend a session as well.

Terry Hogans states that people are complaining about pickups in the afternoon at IBVI. He states that the vans are regularly late for pickups in the afternoon. Terry requests a meeting with Patrick and Fran to talk to clients at these locations. Fran Musci states Transit Plus staff will look at patterns of rides of clients leaving IBVI in the afternoon. Terry states that it's a group of people. Fran states that she is unaware of the issue and asks that clients should call customer service as it happens so it can be investigated immediately. Anita Spight states that clients feel that their voices are not heard when they call so they have stopped. Megan Newman asks if other clients do not want to call that the TPAC Members who hear about it call because if Transit Plus is aware of the issue staff can focus on correcting it. Patrick O'Brien states the customer feedback database has allowed Transdev to provide complaint responses timelier than in the past. New staff should have helped improve pick up times – first time he is hearing about the issues at IBVI. At times call offs will impact the pickup times, but this should not happen regularly.

Laurel Henschel states she has heard of a problem concerning long ride durations for clients coming from the far east to Froedtert. She questions if the new scheduling software will help with that. Megan Newman responded that if the ride duration is long because of a routing issue, the new software may help. Ride duration standards are set at the federal level and are based on the time it takes to get from origin to destination on fixed route. That standard will not change.

Rita Bruce asked if Roberts Rules of Order new? Megan Newman responded that Robert's Rules of Order are a standard practice widely used by governmental organizations to maintain order and focus in a meeting. There is information on the rules on the web.

ADJOURNMENT: Motion made by Arlene Washington, 2nd by Anita Spight. Motion carried. Adjourned 3:30 pm.

NEXT MEETING: Tuesday, April 21, 2026