

Transit Plus Advisory Council

May 19, 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, Nilda Rivera, Patricia Martin, Anita Spight, Mae Wingo

EXCUSED: Kelley Santi

ABSENT: Arlene Washington

GUESTS: Patrick O'Brien - Transdev; Megan Newman, Paula Schultz, Fran Musci - Transit Plus; Dan Adams – MCTS; Nikki Todd – Milwaukee County Office of Strategy, Budget & Performance; Claire Enders – Milwaukee County Aging and Disability Services; Jeff Sponcia – MCDOT - Jeff Young, Kevin Meyers, Stephen Hiatt-Leonard, Rita Bruce – Guests

CALL TO ORDER

APPROVAL OF MINUTES: The minutes for the April 20, 2026 meeting were unanimously approved. Motion by Helen White, 2nd by Anita Spight.

UNFINISHED BUSINESS:

Transdev Update: After several months of work with attorneys, MCTS and Transdev have come to an agreement on an amendment to the contract which we anticipate will resolve some of the issues riders have been experiencing. The amendment includes updated liquidated damages to help us ensure enhanced service performance on contracted key performance indicators (KPIs) and codifies Transdev's transition to new scheduling software. We are hopeful this sets the stage for a strong partnership with Transdev moving forward. Fran will be meeting with leadership later this week to discuss changes and how to manage tracking new measures moving forward.

Transdev has selected and signed a contract with a software vendor. Spare Labs will provide new scheduling software. Spare has been in the industry for past several years as a microtransit software provider. Within the past couple of years their section of the paratransit market has grown significantly and has demonstrated success at agencies the same size or larger than MCTS. They are in use at PSTA (St. Petersburg, FL), Cap Metro (Austin, TX), OCTA (Orange County, CA) and MBTA (Mass Bay Transportation Authority-Boston, MA). Notably, Transdev has worked directly with Spare on conversions from Trapeze at PSTA and OCTA to name a couple of agencies that Fran is aware of. Fran warns that implementation of new scheduling software will be a bit rocky in the beginning as Transit Plus and Transdev work out the wrinkles, but in the long run will benefit Transit Plus riders. Pat Martin asks if a date has been set to begin the project. Fran states Transdev met with Spare today, and the plan is to kick off the project within the next couple weeks.

Transit Plus Same Day Pilot Update: April Ridership: 502 total trips transporting 625 riders. This is a slight decrease to the numbers in March. There were 56 ride requests where a seat was unavailable. This equates to approx. 8.24% of overall trip requests.

NEW BUSINESS:

Fixed Route Updates: MCTS Planning Manager Dan Adams states that summer service changes will be effective on Sunday June 7th. The goal for summer service changes is to better meet customer needs based on feedback received. Run times will be adjusted and modifications will be made on an ongoing basis to avoid detours. There were several changes that will be implemented based on budget. Weekday, mid-day service on routes 28, 33, 34, and 55 will be restored to fall service levels, running from 5:30 AM – 6:00 PM, funded by remaining 2026 contingency funds.

Route 66 – east west on Burleigh will go to UWM on weekdays during the summer. Several routes are currently rerouted due to construction. Service development works to get ahead of detours to plan ahead and gather data from GPS other data sources. Visit www.ridemcts.com/routes-schedules/service-changes to check for updates on route changes.

Milwaukee Co Transit System has hired Jerrott Walker Associates (AWS) to evaluate the efficiency of MCTS transit system. MCTS staff and JWA have begun internal discussions, data analysis and are preparing for public outreach this fall. The goal is to come up with a redesigned system that serves the community as best as possible while dealing with budget issues. The system redesign is projected to be implemented in fall of 2027. The current planning process is focused solely on fixed route, but Service Development will be reaching out to TPAC for feedback in the future.

Important Upcoming Dates: Megan shared the following upcoming important dates.

- TPAC Appreciation Luncheon at 12:30 PM on Tuesday June 16th 2026. Fran Musci suggests that next year we change the luncheon to July rather than June because Summerfest begins at the end of June, which is a busy time for MCTS.
- Megan reminds the Provider Employee Recognition Committee that we are approaching the end of the quarter and suggests that the committee meets on July 21 at 1:00 PM to review commendations for the second quarter of 2026.
- Megan reminds TPAC members that there is no TPAC meeting in August, to coincide with the meeting structure set by Milwaukee County.

TRANSIT PLUS REPORT:

Ridership: March: 32,944 rides.

OTP: March: **93.03%** up from 92.33% in February. Baseline goal is 93%

Productivity: March: **1.56** passengers per service hour (PPSH). The contract productivity target is 1.70 PPSH.

March feedback:

- 62 complaints: Highest categories: Ride duration: 10 complaints, On-time, Door to door, Late appointment drop off: 9 complaints in each category, Pick up Drop off problem: 10 complaints.
- 22 Staff commendations. This does not reflect all the five stars received in My Transit Manager App.

COMMITTEES:

Provider Employee Recognition Committee: No updates.

Membership Committee: No Updates.

Public Relations Committee: No updates.

MOBILITY MANAGEMENT REPORT:

Mobility Manager, Paula Schultz reports the following:

Community Outreach: The mobility team has completed 31 Freedom on Wheels group bus training events so far this year and 4 booths at resource fairs.

Driver Training: Paula and the travel training team are now participating in the NAMI class to provide ADA refresher training to veteran drivers. This class occurs about once per month.

Individual travel training: Our newest travel trainer, Jessica, has been trained and is now training independently. Travel trainers have completed 76 individual sessions so far this year.

Travel Trainers are available to assist with learning new routes regarding the changes that will take effect on June 7th.

CARRIER REPORT:

Via: No staff present.

Transdev: Patrick O'Brein states that the construction project is in the works, as Fran mentioned. The first step is to convert so trailers where staff is relocated have access to internet. Due to the age and condition of the building there are several things that will be added to this project outside of the building reconstruction. The water from the street to the building will need updating. A fire suppression system will need to be added to bring the building to code. Electrical work will need to be done to accommodate the new HVAC system that will replace the baseboard heat currently in the building.

Per Transdev's collective bargaining agreement, Transdev is approaching a deadline when drivers select runs. Transdev managers are building run templates to better align for the decrease in subscription rides for clients whose living facility hasn't signed the billing agreement and the end of the school year.

Drivers will begin asking to see a client's ID prior to loading them in the van, to verify they are loading the correct passenger. Please expect this every trip. It would be helpful if clients agree to this and do not give drivers a hard time as this procedure benefits them in the long run.

OPEN DISCUSSION:

Pat Martin asks if there will be people available to take calls if there are issues as new software is implemented. Patrick O'Brein states that he is still learning about the capabilities of the program but there will be staff to help with issues. Fran adds that the software will use algorithms to reassign trips if there is an issue such as a van breakdown. It will be more efficient than human intervention. That said, if you have always ridden with the same individuals, it may not be the same group riding on the same van moving forward.

Anita Spight asks, can managers at Transdev monitor speed on the van? Patrick O'Brien states, yes, they can but not live. They have to pull video to review.

Rita Bruce asks what the right way is to submit a commendation or a complaint. Megan Newman states that there are several ways to submit feedback. Transit Plus reviews feedback from My Transit Manager, submitters can call Transit Plus customer service at 414-343-1700, submit feedback on the Transit Plus website or send an email to tpcomments@mcts.org. There is no need to duplicate submissions.

Kevin Meyers asks Patrick what their current driver count is. Patrick states that their standard staffing level is 131 Transdev drivers and 20 Peoples drivers. Currently, their goal is a bit lower due to a decrease in demand. Staffing at Transdev is 125 drivers and 20 Peoples drivers.

Helen White asks if her notes in the scheduling software indicate that she needs to use the lift. Fran responds, yes, she added the note the same day. Helen states she is still getting push back from drivers, even if she asks. Patrick and Fran both ask that Helen reports when drivers push back because drivers should never give clients a hard time asking for the ramp.

ADJOURNMENT: Motion made by Helen White, 2nd by Laurel Henschel. Motion carried. Adjourned 3:30 pm.

NEXT MEETING: Tuesday, June 16, 2026, from 2:00 pm to 3:30 pm.