

## Tour Milwaukee County by Bus and Bike This Summer

Take in the summer's sights and sounds with WisGo powered by Umo!

### Make plans to:

- Try out new eateries.
- Shop at farmer's markets.
- Support local businesses.
- Catch an outdoor concert.

And with your bicycle you can extend your adventures – bikes and buses complement each other so well! MCTS makes it easy to get around with easy-to-use bike racks on the front of every bus.

Watch our short how-to video at [RideMCTS.com/bikes](https://RideMCTS.com/bikes).

# WisGo

IS PART OF THE TRANSITION TO NEW FARE COLLECTION SYSTEM

WisGo is one of the first steps toward MCTS's implementation of a new fare collection system, expected to be fully operational this fall.

When the full app launches, there will be more ways to pay via the app (including Apple Pay and Google Pay) and bus tracking will improve. Riders can get WisGo by downloading the Umo App in the App Store or Google Play and entering "Milwaukee" as their location.

In addition, WisGo will connect our MCTS customers to not only our bus services but to other forms of travel across Wisconsin, such as The Hop, BublR Bikes, as well as all transit systems that use Umo in the future.

For more information about WisGo powered by Umo, visit [RideMCTS.com/WisGo](https://RideMCTS.com/WisGo). To reach Customer Service please dial **414-937-0470** (Voice) or **711** (TRS).

Plan your trip, track your bus and buy your fare on the new WisGo by Umo app!

## New GILLIG Diesel Buses to Arrive This Summer

This summer, MCTS welcomes 59 new, clean-diesel buses from GILLIG arrive. They will replace our 5100 series, New Flyer models.

The first 30 buses will arrive in late May and go to our Fond du Lac Garage. The buses will be here by late fall of 2022 and will be serviced at our Kinnickinnic Garage. These models are in addition to the 14 new 6100 models we received in 2021.

The new GILLIG buses feature:

- Improved fuel economy and lower emissions
- Optimized driver visibility
- Anti-slip flooring
- Easier-to-read digital display signs
- Stainless-steel understructure designed to reduce salt corrosion
- Heated side mirrors which will help melt snow and ice during the extreme winter months
- HELLA Automatic Passenger Counters (APC) - will be on all the new buses, providing outstanding accuracy



To get to events on Milwaukee's lakefront, use the trip planner at [RideMCTS.com](https://RideMCTS.com) or on the WisGo powered by Umo app.

## Bus Lines

Bus Lines is published four times a year as a service to Milwaukee County Transit System passengers.

Editors: Jacqueline Zeledon and Keeley Gardiner

MCTS Marketing Department  
1942 North 17th Street  
Milwaukee, WI 53205

For 24-hour automated bus information, call 414-344-6711 or visit [RideMCTS.com](https://RideMCTS.com)

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# Bus Lines



MILWAUKEE COUNTY  
TRANSIT SYSTEM  
PASSENGER NEWSLETTER

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# Bus Lines

## Schedules Changing Sunday, June 5

Routes 20, 21, 28, 33, 51, 53, 54, 57, 58, 60, 63, 66, 92 and RedLine

Check buses for updated schedules or see previews at [RideMCTS.com](https://RideMCTS.com) starting Wednesday, May 26 and on buses starting Wednesday, June 1.

## "Excellence on Board" is a Way of MCTS Life!

Here at MCTS, "Excellence on Board" is more than a tag line ... it's a way of life.

In 2021, **709** bus operators received commendations for outstanding customer service. People like you took time to let us know who made your day with their politeness, attention to safe driving, or quick-thinking in an emergency situation.

If you experience or witness "Excellence Onboard" our buses, we'd love to hear about it. Visit [RideMCTS.com/DriverFeedback](https://RideMCTS.com/DriverFeedback) to submit your commendation today!

## WisGo powered by Umo Replaces the Ride MCTS App



Milwaukee County Transit System (MCTS) reminds riders that, as part of the transition to our new fare collection system, the Ride MCTS app is no longer available.

Ride MCTS has been replaced with WisGo, powered by Umo Mobility™ which was introduced earlier in April. To get WisGo, download the **Umo App** in the App Store or Google Play and enter in "Milwaukee" as your location.

### With WisGo, you can ride the bus in 3 easy steps:

**Plan Your Trip:** Simply download the app, create an account, and register your mobile device.

**Track Your Bus:** Find out where your ride is and when it's scheduled to arrive.

**Pay Your Fare:** Purchase your fare through WisGo in the Umo App™, show your code screen when you board the bus, and go.

(On page two, be sure to check out WisGo's most frequently asked questions. More information can also be found at [RideMCTS.com/WisGo](https://RideMCTS.com/WisGo).)

You can still use M-CARDS and cash to pay bus fares, in addition to WisGo. Customers with who bought fare on the Ride MCTS app and were not able to use it by April 29, should contact MCTS Customer Service at **414-937-0470** (Voice) or **711** (TRS) to transfer the remaining balance to an M-CARD.



### The WisGo/Umo Mobility app has the following features:

**TWO FARE OPTIONS:** Riders may purchase a 105-minute fare for \$2 or a 24-hour fare for \$5. These are temporary fare options until the full app rollout in the fall.

**IMMEDIATE ACTIVATION:** Umo fares activate immediately upon purchase, so riders should not purchase fares until ready to board their bus. The fare will expire in 105 minutes or 24 hours from the moment riders make the purchase. This protocol will change in the fall when new fare validators are installed on buses. (We apologize for the inconvenience during this transition.)

**LIVE BUS INFORMATION:** MCTS apologizes that this feature was functioning only irregularly and worked diligently to restore it. Live bus tracking is fully working.



# You Asked, We're Answering: Frequently Asked Questions About the Umo App

Thank you for your patience as we transition to this new app to better serve MCTS customers. We value your continued support of public transit. There have been a number of questions about the new app. Below are some of the most frequently asked ones. We're doing our best to address the temporary inconveniences that you may have experienced. We will get them resolved with the rollout of WisGo this fall.

**Why did you replace the Ride MCTS app with WisGo powered by Umo?** In late February, we were informed that our Ride MCTS app creator was leaving the market and the Ride MCTS app would no longer be supported. This was nine months before our new fare collection system would be ready for our riders. We decided to provide our riders with a temporary solution, a scaled-down version of the new fare collection system's app, WisGo powered by Umo. It was important to us to provide our riders with a mobile solution because we know many of you rely on the app to plan your trips, track your bus, and pay your fare. More mobile app features will be available come fall. Thank you for your patience.

## PLAN YOUR TRIP

**How can I plan my trip with the Umo App?** You can plan a trip by entering a destination in the **Where do you want to go?** field of the main Directions screen, tapping **Search routes** and selecting your preferred trip result.

You can then purchase a pass by going to **Wallet > Passes > Buy a pass**.

## PAY YOUR FARE

**What type of fare is available for me to purchase with the Umo App?** A 105-minute pass for \$2, or a 24-hour pass for \$5. Full fares are available via the app. More options will come this fall.

Once you buy your fare via Umo, it activates immediately, so **only** buy your fare when you're ready to board the bus. This will change in the fall when the full fare collection system rolls out. We apologize for the inconvenience.

You can purchase a 105-minute or 24-hour pass by going to **Wallet > Passes > Buy a pass**.

**Is stored-value available for purchase?** You will not be able to store value until the fall, when the full rollout of the app happens.

**Can a parent load a credit card into an account?** Yes. A parent can log into their child's account on the mobile app and load a credit card into their child's account. **Note: the app will not allow you to purchase a child's fare at the reduced price until this fall.** Fares purchased via the app activate immediately so if you prefer stored value, the MCard is an option

**How much is the fare for children?** The Umo App doesn't currently offer a reduced fare option, so you can purchase a \$2 fare for 105-minutes or a \$5 fare for 24-hours via the app. To get the reduced fare cost, you will need to use an MCard until the fall, when the new fare collection system rolls out. Current prices are listed below.

Age	M-CARD Fare	Cash Fare
0-5 years	Ride free	Ride free
6-11 years	\$1.10	\$1.10
12-64 years	\$2	\$2.25

The group fare purchase option is not currently available via the WisGo fare collection system. The account-based system operates on individual accounts. We are looking at the possibility of enabling one account to buy multiple passes in a single purchase once the full rollout occurs in the fall.

**Can I receive a refund?** While MCTS does not provide cash refunds, in limited circumstances, we may be able to provide an MCard to resolve a fare purchase. Riders with questions about unused tickets from the previous Ride MCTS App can contact MCTS Customer Service at **(414) 937-0470** (Voice) or 711 (TRS) to transfer the remaining balance to an MCard.

## TRACK YOUR BUS

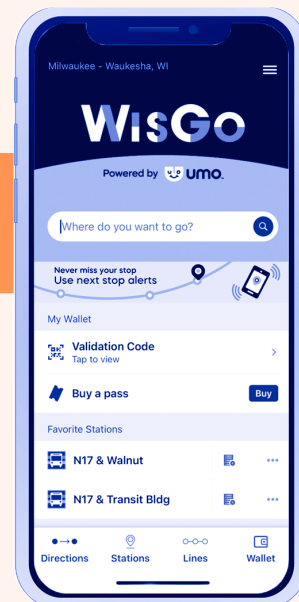
**How can I track my bus with the Umo App?** The Umo App provides timely and accurate trip planning.

You can plan a trip by entering a destination in the **Where do you want to go?** field of the main Directions screen, tapping **Search routes** and selecting your preferred trip result.

**"Next Arrivals"** are based on live GPS feeds according to the vehicle's GPS. Accuracy can vary depending on the quality of the signal available.

**"Fixed Timetables"** are the expected schedule, not a live bus. These times are compiled from MCTS timetables.

For more information, scan the QR code or visit [RideMCTS.com/WisGo](https://RideMCTS.com/WisGo)



# FlexRide Milwaukee Expands to Include 30 More Bus Stops

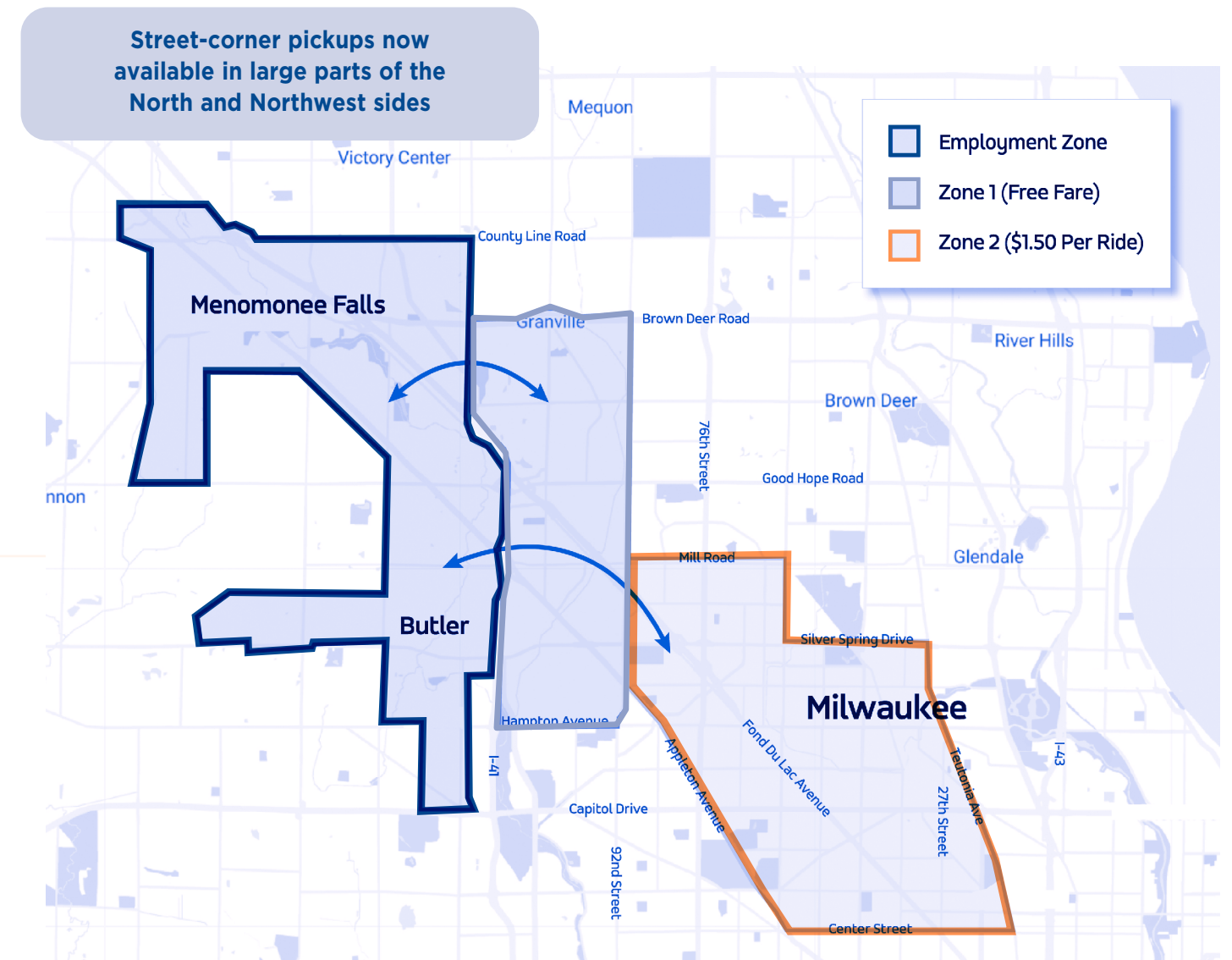
OVER 100+ STOPS CONNECTS RIDES AND CHANGES LIVES

FlexRide Milwaukee, the on-demand service that officially launched in March, has expanded to new service zones. Previously, FlexRide riders were limited to requesting rides to jobs or job interviews from one of five specified pickup points. These five points have now been expanded to two larger Milwaukee Neighborhood Zones, from where riders can request a ride and board a FlexRide vehicle. For most locations in the two Zones, that means the driver will pick them up at the nearest street corner. They will then be taken to any workplace in the Menomonee Falls or Butler Employment Zone.

## FlexRide Hours & Costs

FlexRide also recently extended its service hours and now operates weekdays from 4:30 a.m. to 11:30 p.m., with flexible scheduling based on demand.

All Milwaukee residents 18 and older are eligible to use the service, as long as they work or want to work in the Employment Zone. They do not need to live in one of the two Neighborhood Zones to use the service; they just need to get into one of the two Zones to request a ride. Depending on where they are traveling to and from, rides are free or \$1.50 each way.



For details about who is eligible for the service and other questions, please visit [FlexRideMKE.com](https://FlexRideMKE.com). FlexRide is a pilot service funded by a \$1 million grant from the National Science Foundation to the University of Wisconsin-Milwaukee and the Southeastern Wisconsin Regional Planning Commission.