

2021 ANNUAL REPORT

2021 was a year of great accomplishment for MCTS. The biggest change our system has seen in decades was successfully rolled out in three phases. And even though we still have an overall decline in ridership due to the pandemic, the shining star is that riders are coming back to transit.

Ridership has increased 13% when we compare spring-summer-fall this year compared to those months last year. We attribute this gain due to the jump from 40% high frequency service to 60% that was accomplished through MCTS NEXT. We also celebrated the groundbreaking of the state's first Bus Rapid Transit (BRT) line. Elected officials including the Governor, prominent business leaders and community stakeholders came out to support this innovative project.

Operations during the second year of the pandemic kept everyone focused on safety. Bus cleaning protocols were kept in place, and we even added another layer of protection by applying a virus-blocking spray on all our bus filters. Other noteworthy projects included sourcing our first order of battery electric buses (BEBs) from Nova Bus and upgrading bus station infrastructure to maintain the forthcoming electric fleet. Needless to say, our employees throughout the agency have been busy. We faced some budgetary challenges, but the Governor and the federal government made it clear that public transportation is worth investing in to get people to jobs, education and life.

Looking ahead to 2022, we have many goals to achieve. We'll welcome 60 new clean diesel buses, 11 battery electric buses, roll out a new, fare collection system, and plan for the launch of the BRT. Through it all, we continue to put maximum effort into hiring excellent Bus Operators to maintain the service our valued riders have come to expect.

BY THE NUMBERS



357 Buses
1,312,912 Bus Hours

Average Age of Bus in Fleet: **8**

49 Routes

3,878 Bus Stops

17,496,186 Miles Served



135 Advertising Shelters
643 MCTS and Private Bus Shelters

10.9 Average Passengers Per Bus Hour



15,728,839

TOTAL PASSENGERS
RIDESHIP IN 2021

2021 DRIVER COMMENDATIONS

705 DRIVERS COMMENDED

500 DRIVERS COMMENDED FOR SAFE DRIVING

46 DRIVERS RECEIVED PATCHES FOR SAFE DRIVING*

| | |
|---------|----|
| 5 year | 26 |
| 10 year | 8 |
| 15 year | 3 |
| 20 year | 5 |
| 25 year | 2 |

* Patches are awarded in 5 year increments



Bus Driver Shamika Anderson demonstrated MCTS Excellence by surprising a young boy with a new bike.



BUS RAPID TRANSIT UPDATE

Last June 2021, construction kicked off for the East-West Bus Rapid Transit (BRT) project. This nine-mile, regional, modern transit service will connect major employment, education and recreation destinations through downtown Milwaukee, Milwaukee's Near West Side, Marquette University, Wauwatosa, and the Milwaukee Regional Medical Center (MRMC). As the first of its kind in the state of Wisconsin, this is both an exciting and challenging project that involves collaboration between multiple vendors. There are a variety of urban construction activities including coordination between municipalities, complex utilities installation, and trade coordination within a complex project schedule.

By the end of the 2021 construction season, work had progressed from the Watertown Plank lot east to 27th Street, approaching Marquette University's campus. Station platforms were poured, and the modern steel and glass shelters began fabrication and installation. Meanwhile bus design and amenities procurement has continued throughout. Spring 2022 sees construction resume from Marquette to Downtown. New Battery Electric Buses will arrive Summer-Fall. All activities are expected to be completed for Spring 2023.



MCTS NEXT SUMMARY

The completion of MCTS NEXT is a milestone achievement for transit in our community, adding faster service into new corridors, expanding access to unserved and underserved job areas, creating better connections to shopping destinations, and making routes easier to understand. The MCTS system now features 60% high-frequency service (compared to 40% prior to the redesign). There are 17% more trips across the board on weekdays, meaning buses arrive more often.

The purpose of MCTS NEXT was to update the route network to meet the modern needs of our community and improve the rider's experience. Specifically, we created 6 more high frequency routes (16 total) to shorten the time it takes riders to travel on transit. We were also intentional about making service changes to improve access for people of color to employment and educational services and thus advance racial equity.



FEDERAL INFRASTRUCTURE BILL

On November 15, 2021, President Biden signed the historic Bipartisan Infrastructure Bill into law. Building a stronger, more resilient public transit network is one of the key focus areas. Here's an excerpt from the Bipartisan Infrastructure Law, written by the White House administration:

*The transportation sector in the United States is now the largest single source of greenhouse gas emissions. The legislation includes \$39 billion of new investment to modernize transit, in addition to continuing the existing transit programs for five years as part of surface transportation reauthorization. In total, the new investments and reauthorization in the Bipartisan Infrastructure Law provide \$89.9 billion in guaranteed funding for public transit over the next five years — **the largest federal investment in public transit in history**. The legislation will expand public transit options across every state in the country, replace thousands of deficient transit vehicles, including buses, with clean, zero emission vehicles, and improve accessibility for the elderly and people with disabilities.*



BUSINESS SNAPSHOT

2021 Commuter Value Pass Stats



1,430 total number of employees participating in CVP Program

45 total number of CVP Clients

2021 U-PASS Stats



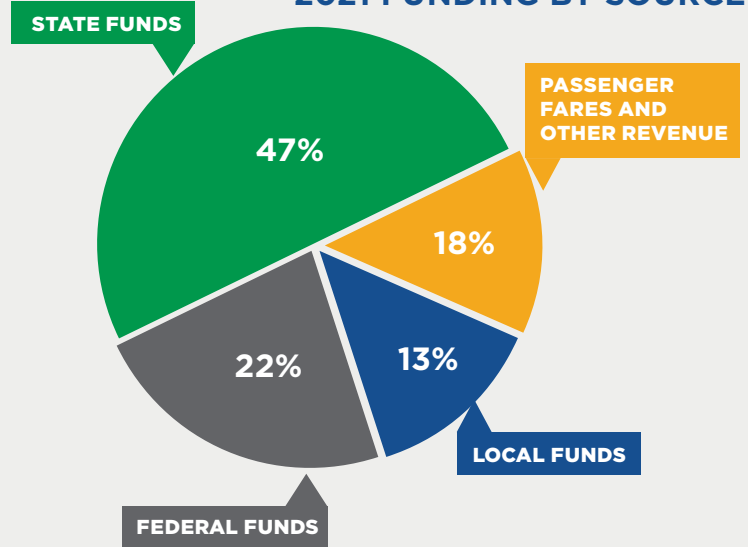
Total number of participating universities: **8**

Total number of eligible students: **29,900**

Total number of rides: **846,771**

Paratransit UPASS Rides: **1,047**

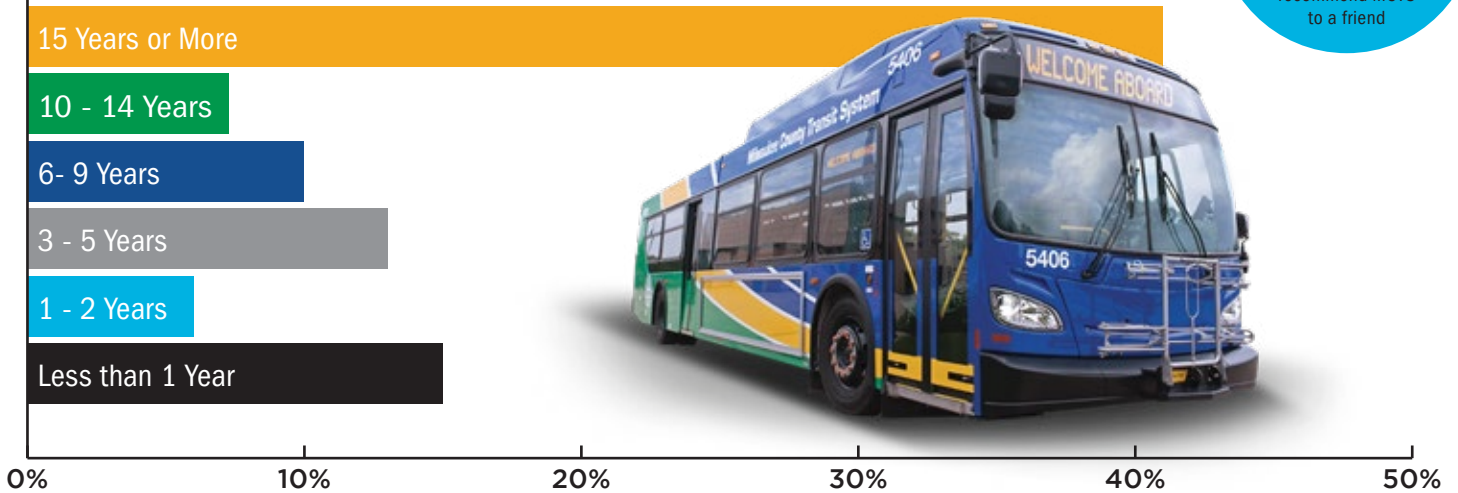
2021 FUNDING BY SOURCE



95%

of riders would recommend MCTS to a friend

HOW LONG HAVE YOU BEEN RIDING MCTS?



MCTS Employee Tenure

| YEARS OF SERVICE | # OF EMPLOYEES | % OF WORKFORCE |
|------------------|----------------|----------------|
| 0 - 4 | 422 | 40.1% |
| 5 - 9 | 277 | 26.7% |
| 10 - 14 | 125 | 12% |
| 15 - 19 | 62 | 6% |
| 20 - 24 | 100 | 9.6% |
| 25 - 29 | 36 | 3.5% |
| 30 - 34 | 10 | 1% |
| 35+ | 6 | 1% |

2021 MCTS Employee Stats

1,029 Full Time Employees

68% of MCTS workforce is majority minority

PARATRANSIT SNAPSHOT

269,581 Paratransit van rides



24,277 Paratransit taxi rides

63,151 Transit Plus pass rides



2,055 Paratransit assessments completed

50,908 Boardings with mobility device

75 Paratransit outreach presentations

36 Travel Training sessions



110 Operators Trained

PARATRANSIT 2021 NOTABLE ACCOMPLISHMENTS:

- Developed and implemented a process for taking Transit Plus ticket orders over the phone with credit card payment.
- Purchased and deployed an electronic document management system for the storage of client files.
- Completed a major upgrade to our paratransit scheduling software.
- Conducted a paratransit Customer Satisfaction Survey which showed that 72% of respondents are satisfied or very satisfied with Transit Plus on-time performance.
- Completed in internal review on the potential for microtransit implementation.
- Supported the implementation of MCTS Next through community outreach, public meetings and travel training.
- Provided ADA sensitivity and securement training for all new and veteran bus operators.
- Coordinated a project between the Pewaukee HS robotics team and Gaenslen School to retro fit a farebox to be used to train students with visual impairments.

