

**Transit Plus Advisory Council  
May 17, 2022 Minutes**

**PLACE:** Microsoft Teams Meeting

**PRESENT:** Jim Bahneman - Chair, Arlene Washington - Vice-Chair, David Buck, Grace Graves, Laurel Henschel, Nilima Mehra, Marcia Perkins, Mae Wingo

**ABSENT:** Gerald Balezentis, Danita Jackson, Annie Johnson, Jeanette Williams

**GUESTS:** Kevin Meyers – Guest; Denise Jones – American United; Morgan Mc Clelland - First Transit; Tracy Harrington – Transit Express, Fran Musci, Paula Schultz, and Lisa Walters - Transit Plus, Isabel Sanchez – Public Ally

**CALL TO ORDER:**

**APPROVAL OF MINUTES:** The minutes of the April 19, 2022 meeting were approved.

**COMMITTEES:**

**Driver/Reservationist Recognition Committee:** no report.

**Membership Committee:** no report

**Public Relations Committee:** David Buck reported that a case regarding the federal mask mandate is going to the Court of Appeals. Milwaukee County Supervisor David Crowley has imposed a mask mandate on transit vehicles. David Buck urged everyone to continue to wear masks and to get boosters. The Public Relations Committee will wait until October to have an in-person meeting.

**UNFINISHED BUSINESS:**

**Milwaukee County Mask Mandate:** Fran Musci reported that Milwaukee County has a mask mandate in place until further notice. Masks are required on buses, paratransit vans and in the MCTS lobby due to an increase in COVID cases in Milwaukee County.

**In Person Eligibility Assessments:** Fran Musci reported that Transit Plus returned to in-person assessments yesterday. There were a few bumps but overall things went smoothly. New applicants and some renewals are coming into the office for assessments.

**NEW BUSINESS:**

**Flex Ride Program Changes:** Paula Schultz reported that there have been some changes to the Flex Ride program. Flex Ride is a pilot program of SEWRPC and UWM that provides transportation to jobs in Butler and Menomonee Falls for Milwaukee residents. The pilot runs

until November of 2022. There no longer are 5 pick up points. Now there are two pick up zones. Rides from Zone 1 are free and rides from Zone are 2 are \$1.50 per ride. Credit and debit cards can be used with the app or vouchers can be purchased. Rides are provided by Via. Use app or call the phone number to get a ride between 4:30 a.m. and 11:30 p.m. The Flex Ride website has a list of job openings.

**Re-implementation of Transit Plus No Show Policy:** Fran Musci reported that Transit Plus' No Show policy was reinstated as of April 1, 2022. Warning letters went out in at the beginning of May to clients who reached enough points in April to qualify. A late cancellation (CL) is a cancellation with less than 2 hours notice and is a ½ point infraction. A No Show (NS) or a Cancellation at the Door (CD) is a 1 point infraction. Cancellations outside of the client's control will not be included when calculating points for sanctions. The first sanction is a warning, next a 7 day suspension, followed by a 14 day suspension, and lastly a 21 day suspension. Clients can appeal their suspension. There are no permanent suspensions.

**MOBILITY MANAGEMENT REPORT:** Paula Schultz reported that she recently attended the Wisconsin Association of Mobility Managers (WAMM) spring conference. There were many good sessions that covered travel training, grant writing, legislation, Veyo, WI DOT, etc. It was great to network with mobility managers from other counties. The team has been busy finishing school presentations. This summer the team will be focusing on senior centers and providing driver refresher training.

## **CARRIER REPORTS:**

**American United:** Denise Jones reported that service times are better. They are continuing to recruit drivers. MPS's last day is May 26<sup>th</sup>. In the last few weeks American United has experienced problems with Transit Plus riders who do not know that they need to pay the initial \$4.00 with a ticket or cash and amount over \$14.60 on the meter in cash only. Overage cannot be paid using multiple tickets. Lisa Walters advised that because of COVID there have not been any in-person assessment where taxi fares can be explained to clients. Laurel Henschel wondering if a message could be placed on American United's phone line to inform clients about fares.

**Transit Express:** Tracy Harrington reported that there are three trainees in the classroom right now. This is the biggest class in quite a while. They are trying hard to recruit people. They had twelve recent interviews scheduled and no one showed up. Transit Express is focusing on driver retention. Be kind to the drivers so they keep coming to work.

**First Transit:** Morgen McClelland reported that getting money to pay for driver licenses has been a problem for him. Three drivers have finished a recent class and are now behind the wheel. They are trying to keep the classroom numbers up. They currently have 75 drivers which is helping to stay ahead of demand. Twelve people are lined up for the next class, but only five or six will show up. Summer's hot weather may decrease ridership. First Transit is not in need of reservationists at this point. They have a stable reservation crew and a new customer service manager.

**TRANSIT PLUS:** Fran Musci reported that ridership was flat in April. The Trapeze Service Infractions module was installed and used to generate warning letters. We are still learning all the features of the module. We will be excited to have this project completed. Fran will not be attending the TPAC meeting in June. Chris Fox will be attending in her place.

**OPEN DISCUSSION:** Nilima Mehra commented that it is a frivolous waste of money, gas, and staff resources when riders don't show up. Everyone should be respectful and courteous so as to not inconvenience other riders.

David Buck was interested in knowing what happens with unused money on M-cards. Fran Musci explained that the balance does not expire. Call MCTS Customer Service at 414-937-3218 with questions or to check balances.

Kevin Meyers had a question about the Flex Ride zones. Paula Schultz explained that Zone 1 is bordered by Butler, Menomonee Falls, Granville, 91<sup>st</sup> Street, and Hampton. Zone 2 is bordered by Appleton, Center, Teutonia, and Silver Spring. If there are questions you can call 414-667-7433 or go to their website [flexridemke.com](http://flexridemke.com).

**ADJOURN**