

**Transit Plus Advisory Council
July 16, 2024 Minutes**

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

PRESENT: David Buck - Chair, Jim Bahneman – Vice-Chair, Gerald Balezentis, Laurel Henschel, Arlene Washington, Mae Wingo

ABSENT:

GUESTS: Helen White, Terry Hogans, Patricia Martin - TPAC Applicants; Lawrence Brown, Kevin Meyers - guests; Mark Ward, and Patrick O'Brien – Transdev; Fran Musci, Paula Schultz and Lisa Walters - Transit Plus

CALL TO ORDER:

APPROVAL OF MINUTES: The minutes of the June 18 meeting were approved.

COMMITTEES:

Driver/Reservationist Recognition Committee: no report

Membership Committee: David Buck reported that a new application for TPAC membership was received from Patricia Martin and that she was attending her first meeting today. David also stated that he was interested in continuing to be the Chair of the Membership Committee.

Public Relations Committee: David Buck reported that there is no change with COVID at this time. He urged everyone to get vaccinated for COVID and the flu. Milwaukee is in the midst of the RNC.

UNFINISHED BUSINESS:

Van Contract Transition: Fran Musci reported that significant improvement was seen in the second half of June. On-time performance for June was at 91.6% due to schedule adjustments and an increased driver count. Dispatch and scheduling are cutting down long rides and "add-ons".

Paratransit Taxi Task Force: Fran Musci reported Via is the name of the company that will be providing same day rides in the pilot program. The anticipated start date for the pilot is September 1st. The next Paratransit Task Force meeting will be held on July 25th.

No August TPAC Meeting: Fran Musci advised that TPAC is taking a summer break in August and will meet again in September.

Summerfest/Other Festival/State Fair Service: Fran Musci reported that there were 185

trips taken to Summerfest. This is a 31% increase from 2023. State Fair will be held from August 1st through August 11th. The pick up and drop off location for State Fair will be the same as last year which is Gate 2 on the west side of the fairgrounds.

Transdev Management Team: Fran Musci reported that Transdev is continuing to search for a qualified General Manager. Mark Ward is taking this role over temporarily and is turning things around.

Review of June 1st Public Meeting: Fran Musci read the letter dated June 27, 2024 from Paul Buharin, Transdev Regional Vice-President to Donna Brown-Martin MCDOT Director that outlined the steps to be taken to improve service quality. This letter was sent pursuant to the meeting that was held on June 1st at Independence First.

Cheri McGrath Bus Shelter Dedication: Fran Musci reported that on June 25th MCTS dedicated a bus shelter in memory of Cheri McGrath and her contributions to transit throughout her life. Cheri served on TPAC, TSAC, Milwaukee County Commission for Persons with Disabilities, and with ABLE. She was a fierce advocate and volunteer. We will miss Cheri but are happy and excited to be able to have the shelter in her memory.

NEW BUSINESS:

5310 Grant: Paula Schultz reported that she is working on writing grant applications. If awarded, the grants could be used for training, to help remove barriers to transportation, or perhaps to fund the initiation of an account-based fare collection system.

Paratransit Project Coordinator: Fran Musci reported that Lisa Walters will be retiring in February 2025 so an updated version of Lisa's position will be posted to help cover Lisa's responsibilities and to manage upcoming new projects such as the same day ride pilot and an account-based fare collection system.

MOBILITY MANAGEMENT REPORT: Paula Schultz reported that there will be an upcoming celebration of the 34th year of the ADA on July 26th at Gordon Park. There will be no park and ride bus service to State Fair this year. Travel to State Fair can be made on Route 18 which has stops along Greenfield Avenue and Route 33 which stops along 84th Street. Signage, including Braille, has been added to the BRT platform pay stations. The UMO app will be updated on July 29th. When trip planning you will be able to enter a departure time or an arrival time, it will show bus stops along the way, it will be easier to switch from city to city and will have added privacy features.

TRANSDEV REPORT: Mark Ward reported that the local team is rising to the occasion to improve service. Transdev has been 95% on-time so far in July. There has been record ridership of more than 200 rides above normal. There are 31 people in the training process. They have received a lot of support from Transit Plus with the information about the RNC.

TRANSIT PLUS REPORT: Fran Musci reported that 29,499 rides were provided in June. This was down slightly from May. In May, 31,214 trips were provided. Productivity was at 1.56 passengers per hour. The goal for productivity is for 1.70 passengers per hour. There were 102 missed trips in May. This was down from other months. The on-time percentage

for May was 92.55%. There were 93 complaints received in May and 7 commendations. The highest categories were pick up/drop off problems 14, on-time 13, ride duration 9, late appointment drop offs 9, and door to door service 9. We are looking at long trips and who is having the most issues. July is trending up. Transit Plus is not doing assessments this week due to the RNC. So far things are going well with the RNC, and things have been uneventful. There have been 2-hour traffic backups at the check points. Try to avoid traveling downtown this week. Transit Plus runs a list of the rides in the RNC zone every day and has been trying to provide those rides using Road Supervisors so as not to impact other riders.

OPEN DISCUSSION:

Laurel Henschel reported that a driver recently did not come to her door until after the 5 minute wait time was up. Patrick O'Brien stated that he would address this door-to-door issue with the driver.

Laurel also mentioned that sometimes she does not get an IVR message. Lisa Walters explained that there is no message generated when the van arrives early.

Patricia Martin wanted to know how long someone can be on the van. Fran Musci explained that someone can be on the van for the same amount of time it would take on the fixed route bus to make the same trip plus 15%. Patricia questioned the routing of her ride last Friday and why she was not on a van that was going to the north side. Fran Musci explained that Transdev had issues with their tablets that day.

Kevin Meyers thanked Patrick O'Brien and Mark Ward for Transdev's detailed analysis to improve rider experience. Kevin also thanked Transit Plus for their efforts to get things resolved with Transdev. Sustained improvement is starting to be seen.

Larry Brown wanted to know how to predict how long your ride should be to get to church on time. Fran Musci suggested he talk with reservations and let them know what time he needs to arrive at his destination. When requesting an appointment time, riders should request a time that allows enough time to get off the van, into the building and to the office.

Laurel Henschel stated that she usually arrives 45 minutes before her appointment. She did not think that riders should be charged another fare when they arrive late and are unable to be seen.

Helen White mentioned that she has had drivers ring her doorbell and then go back to the van. She explained that she is visually impaired and that she needs help to get on and off the van. Mark Ward advised that Transdev drivers are trained to provide door-to-door service and that they will address it with drivers who are not doing what they are supposed to do. Fran Musci also suggested that feedback can be given in the app.

Kevin Meyers requested a copy of Transdev's letter. Fran advised that the letter is being shared with TPAC first and afterwards Donna Brown-Martin of MCDOT will be sending the letter to Independence First.

ADJOURNMENT