

**Transit Plus Advisory Council
March 19, 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: Grace Graves, Marcia Perkins

GUESTS: Terry Hogans, Elois Reed, Helen White - TPAC Applicants; Kevin Meyers -guest; Brian Kading and Latisha Scott – Transdev; Jesus Ochoa MCTS Service Development; Fran Musci, Paula Schultz, and Lisa Walters - Transit Plus

CALL TO ORDER:

APPROVAL OF MINUTES: The minutes of the February 20, 2024, meeting were approved.

COMMITTEES:

Driver/Reservationist Recognition Committee: no report

Membership Committee: Applicants Janice Briggs-Simmon and Elois Reed were interviewed before today's meeting.

Public Relations Committee: David Buck reported that there will be a new Hop stop on Lincoln Memorial Drive. Transit Plus will be introducing a new app, My Transit Manager. Molson Coors provided free rides on St. Patrick's Day after 6:00 p.m. The Milwaukee County Executive pronounced this week Transit Employee Appreciation week. Thank drivers for your service.

NEW BUSINESS:

MCTS March Route Changes: Jesus Ochoa of MCTS Service Development reported that there were some route changes effective on March 3, 2024. There was a major change to Route 30. A new branch was added. Buses will alternate on Maryland Avenue and Downer Avenue. Route 21 will only go to UWM on weekdays. An extra route was added to Route 24 late night. Service was added to Route 92 for more industrial trips. Jesus stated that he was proud to announce more service to Industries for the Blind and Visually Impaired (IBVI) beginning in June 2024.

UNFINISHED BUSINESS:

Van Contract Transition: Fran Musci reported that we are still working to stabilize service.

Overall on-time in February was 92.17%. The goal is 93%. Transdev has been just over 93% so far in March. Transdev has also improved other key performance indicators. They are hiring drivers and initiated a new No Call/No Show policy for drivers. Driver schedules will change in April with a new route pick. More drivers are needed in the a.m. and p.m. peak and weekends. Jim Bahnemann commented that the reservation staff is better trained and more professional.

TPAC By-laws: Laurel Henschel reported that she has looked over the bylaws, made some notes, but has more work to do.

TPAC Committee Assignments:

Driver Reservationist: Arlene Washington, Mae Wingo, Gerald Balezentis

Membership: Grace Graves, Laurel Henschel

Public Relations: David Buck, Jim Bahnemann

IVR and My Transit Manager App: Fran Musci reported that Transit Plus has two new amenities. IVR which will begin tomorrow night. Riders will get a call after 7:00 p.m. to remind them of their scheduled rides for the next day. The message plays two times. Also starting tomorrow night are 10-minute arrival calls. To opt out call Transit Plus to have your phone number taken out of the system. My Transit Manager will be launched later in the spring. Transit Plus is looking for people who want to be early adopters to test the app. You can see all your trips on the app, see when the van will arrive, see where your van is on a map, and what the driver's name is. David Buck stated he would like to be an early adopter.

Paratransit Taxi Task Force: Fran Musci reported that the last meeting was on March 14th. The next meeting will be on March 28th. The Task Force is exploring what the program parameters might be, i.e. trip purpose, fares, hours of service, etc. It is hoped a pilot program can be launched as soon as possible.

MOBILITY MANAGEMENT REPORT: Paula Schultz reported that on April 1st pay stations will be installed along the Connect 1 route. Fare will be collected beginning April 8th. Braille signage will be procured for the new pay stations. Transit Plus rides in the Connect 1 zone will also require regular fare on April 8th. Paula also reported that she would be meeting with the Bus Stop Committee this afternoon. There are 14 Freedom on Wheels presentations scheduled from now until May. Travel Training is increasing now that the weather is getting nicer. Anyone can receive training; you do not need to have a disability to be trained.

TRANSDEV REPORT: Brian Kading reported that another job fair will be held on April 9th. Transdev's corporate recruiting team will be arranging the job fair. They are looking for 20 to 25 more drivers. Service has increased. The progress made so far is being sustained. The weekend has improved the most recently. Saturday was at 94% on time. Sunday was at 98%. The goal is 93%. Overall most key performing indicators for March have been met so far. Another dispatch station is being added to assist with cancellation and "where's my ride" calls. The IVR starts tomorrow. Dispatch staff will be increased for the launch of the IVR and then when call volume is determined staffing will be adjusted. On January 1st a new attendance policy was introduced. In the past there were 10 to 15 driver call offs per day. Now there are 4 to 5 driver call offs per day. Some days there are more, Mondays in

particular. In April Transdev will have a run pick to adjust driver schedules to meet a.m. and p.m. peak and weekend demand. This is a 60-day process based on trip data. The runs will be posted for two weeks before the bid takes place. The pick is based on seniority. It will be a few weeks after the pick when new schedules will be initiated. Generally, there are two picks per year at the start and end of the school year. Transdev is in the process of negotiating a new contract with the union.

TRANSIT PLUS REPORT: Fran Musci reported that there were 29,319 rides performed in February 2024. This was a 3,000 increase in rides from January. This was the highest February since before COVID. March numbers are also trending up. In December 2023 Transit Plus was providing 1,000 to 1,100 trips per day. Now we are providing 1,200 trips per day.

OPEN DISCUSSION:

Laurel Henschel commented that drivers should come to the door. Latisha Scott of Transdev advised that the requirement for door-to-door service is covered in safety meetings. Fran Musci added that customer service and conflict resolution is also being covered in safety meetings.

Terry Hogans advised that drivers are coming in the employee door at IBVI to use the bathroom. Drivers need to use the front door.

Arlene Washington stated that Sundays are better, but Saturday is still an issue for her. Arlene also asked if out of town drivers were paid more. Brian Kading explained that Transdev has separate short-term contracts with their employer and he doesn't know what they are being paid. Local driver pay is based on years of service.

Helen White reported that things are getting better, but IBVI routes are always changing, and riders are being mixed up.

David Buck stated that he would like to see TPAC meetings end at 3:30 p.m., He would like to discuss this at the next meeting.

ADJOURNMENT