

Transit Plus Advisory Council
February 18, 2025 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, Terry Hogans - Vice Chair, Kelley Santi, Arlene Washington, Nilda Rivera, Janice Briggs-Simmon, Laurel Henschel, Patricia Martin, Rev. William Jackson

ABSENT: Elois Reed, James Bahneman, Mae Wingo

GUESTS: Helen White – TPAC Applicant; Mark Ward and Patrick O’Brien – Transdev; Joe Pietrek – Via; Jeff Sponcia – MCDOT; Fran Musci, Megan Newman, and Paula Schultz - Transit Plus, Kevin Meyers - Guest

CALL TO ORDER:

APPROVAL OF MINUTES: The minutes of the January 21, 2025, meeting were unanimously approved. Motion by Kelley Santi, seconded by Terry Hogans.

COMMITTEES:

Driver/Reservationist Recognition Committee: no report

Membership Committee: The membership committee proposed that Helen White serve on TPAC. Motioned made by Arlene Washington and seconded by Laurel Henschel. The members unanimously approved Helen into office.

Public Relations Committee: David reminds everyone that flu season is among us. Please get vaccinations which are widely available. David states that the CDC recommends that people get vaccinated to stay healthy.

UNFINISHED BUSINESS:

Per Chairperson David Buck, committee membership is as follows:

Membership Committee: David Buck – Chair, Arlene Washington – Vice Chair, Mae Wingo, Laurel Henschel, Patricia Martin, James Bahneman, Terry Hogans

Drivers / Reservationists Committee: Arlene Washington – Chair, Mae Wingo – Vice Chair, Elois Reed, Janice Briggs-Simmon, Kelley Santi, Laurel Henschel

Public Relations Committee: David Buck – Chair, James Bahneman – Vice Chair, Nilda Rivera, Rev. William Jackson, Terry Hogans, Helen White

The Drivers / Reservationists Committee intends to meet at 1:00 PM on Tuesday March 18th, 2025.

NEW BUSINESS:

State Biennial Budget: Fran Musci reports that Governor Evers has passed the budget to the joint finance committee. Now is a good time to reach out to legislators to advocate for public transportation. The budget is reviewed from May to June and voted on and implemented in July.

Triennial Review Update: The Federal Transportation Association does an audit every three years on all transit agencies receiving federal funding to be sure that they are operating in accordance with the necessary requirements. Transit Plus is in the process of gathering information and data for the audit.

TPAC Appreciation Luncheon: Fran Musci would like to suggest a different date for the 2026 TPAC appreciation luncheon. In the past, it has been held in January, but during this time of the year, we regularly have lower attendance due to inclement weather. It may be better attended if moved to a warmer month. A motion to change the date was proposed by Helen White and seconded by Rev. Jackson. The committee members voted on May (2 votes) and June (7 votes). The next TPAC Appreciation Luncheon will be held in June 2026.

2025 OATS Transportation Program Changes:

Fran Musci read the following update from Claire Enders, Transportation Coordinator – Aging:

On January 2, 2025, the Milwaukee County Older Adult Transportation Service (OATS) transitioned to a new contracted provider, zTrip. The previous provider was Transdev, who opted not to renew their contract in order to focus their efforts and resources on the Transit Plus program. Transitions are challenging, and this one was no exception. The first few weeks of January saw service issues such as exceptionally long wait times on the phones, late pickups, incorrect vehicle types, and a few missed rides. zTrip's team has been working diligently to learn the specifics of the OATS program and to update rider information, which has significantly improved service quality. Phone call volumes and wait times have decreased, service timeliness has improved, and rider feedback regarding drivers is overwhelmingly positive. Anyone interested in enrolling into the OATS program can call the Aging and Disability Resource Center at 414-289-6874 to enroll. Must be a Milwaukee County resident, aged 60 or older, without easy access to transportation, and not enrolled in a long-term care program.

MOBILITY MANAGEMENT REPORT:

Fixed route changes beginning on March 9, 2025:

Route 18 – Schedule adjusted to improve timeliness.

Possible Detours: Greenline, Route 15, and Route 18 will all detour off Water Street near the Third Ward due to construction on the Water Street Bridge. Work is anticipated to start in spring until late Fall 2025 but specific dates have not been determined.

Route 24 & 76 – May detour on Southern end due to construction of the 76th Street Bridge over Forest Home Avenue. Exact detour route and project timeframe have not been determined. To inquire about bus detours, call Customer Service at 414-937-3218 or check for Service Alerts on the website at ridemcts.com.

St. Patrick's Day: Miller Lite free rides on Saturday, March 15, from 6:00 pm until end of service. More details coming soon on ridemcts.com.

Also on Saturday, March 15, our bus will be in the Annual Saint Patrick's Day Parade beginning at noon in Downtown Milwaukee and the Bluemound Road St. Patrick's Day Parade beginning at 3:30 pm.

TRANSDEV REPORT: Transdev – Patrick O'Brien reported that they now have an adequate number of drivers and are fully staffed for Dispatch and Reservationists.

Patrick also reminded everyone to make sure their walkways are shoveled so that drivers can safely get riders to the van.

VIA REPORT: Joe Pietrek stated that new options are coming for the same day ride program at the beginning of March. For example, they will allow cash payments. Must have exact change. Further details to come.

- **TRANSIT PLUS REPORT:** Fran Musci reports the following. Service update: January 31,557 rides. On time performance for January is 96.13%.
- Service improvements: On time performance continues to improve. Complaint resolution has drastically improved with Transdev's on boarding of Vickie Gray as their Customer Service Manager, focusing on overall customer service. Some KPIs are still not where we would expect them to be. Transdev is showing slow movement in the right direction but still need better performance in the areas of productivity, on-time appointment drop offs and ride durations. Tim Mitchell, Transdev's new Assistant General Manager has started working with Operations Team and Dispatchers on proper procedures.
- Month of December complaint summary: In January there was a total of 73 complaints, down from 100 in November and 117 in October. The highest categories of complaints were on-time pick up and ride duration with 16 complaints received in each category. There were 7 formal commendations.

OPEN DISCUSSION: None

ADJOURNMENT

Motion to adjourn made by Terry Hogans, seconded by Nilda Rivera. Unanimously approved.