

COUNTY OF MILWAUKEE
Inter-office Communication

Date: 2/15/2024

To: Marcelia Nicholson, Chair, County Board of Supervisors

From: Donna Brown-Martin, Director, Department of Transportation

Subject: From the Director, Department of Transportation, and the President and Managing Director, Milwaukee County Transit System, providing an informational report regarding Paratransit-related matters.

FileType: Informational Report

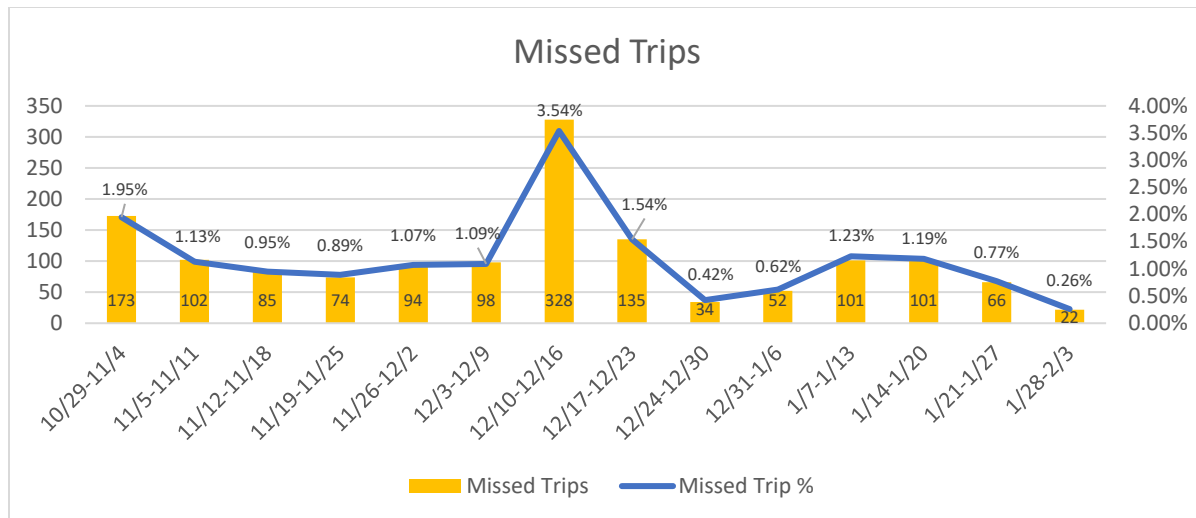
REQUEST

This report provides information on the current state of paratransit service since the paratransit van contract transition at the end of October 2023.

BACKGROUND

A new seven-year contract for paratransit services between MTS and First Group (a wholly owned subsidiary of Transdev North America) went into effect on October 29, 2023. This was 3 days earlier than the original contract start date of November 1, due to issues with the outgoing vendor being able to provide service and a desire to make the transition on a day with a lower ride volume. Since that time, performance has fluctuated greatly, as the new management team has worked to ensure that the appropriate resources are dedicated to the Milwaukee contract. However, at the time of this report, the service has begun to stabilize and contract Key Performance Indicators (KPIs) have started to reach acceptable levels.

One KPI we are tracking is the percentage of Missed Trips. Per the ADA, a Missed Trip is one where the van arrives outside of the pre-determined pick-up window and the client does not travel. Per the contract, the acceptable level of missed trips is less than 0.5% of total trips. The chart below shows how performance has been trending on this metric.



MCTS continues to closely monitor performance in order to make sure trends continue to improve.

ALIGNMENT TO STRATEGIC PLAN

Describe how the item aligns to the strategic plan:

- 2A: Determine what, where, and how we deliver services to advance health equity.
- 2B: Break down silos across County government to maximize access to and quality of services offered.
- 3A: Invest “upstream” to address root causes of health disparities.
- 3B: Enhance the County’s fiscal health and sustainability.
- 3C: Dismantle barriers to diverse and inclusive communities.

RECOMMENDATION

This report is for informational purposes unless otherwise directed.

VIRTUAL MEETING INVITES

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APPROVED BY:

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cc: Kelly Bablitch, Chief of Staff, County Board of Supervisors
Janelle M. Jensen, Legislative Services Division Manager, Office of the County Clerk