

Milwaukee County Transit System Transit Plus Update

Developed in response to 2026 Budget Amendment 20

July 2026



Paratransit Program Overview:

Transit Plus provides federally mandated paratransit service for riders with disabilities who are unable to use the MCTS Fixed Route Bus System because of their disability.

- Operates the same hours/days of week as fixed route
- Trip duration on paratransit should be comparable to the time needed to make the same trip on Fixed Route
- Rides are scheduled from 1 day – 7 days before travel. There is no prioritization by trip purpose
- Trip is considered on time if the van arrives within a 30-minute window of the negotiated pick-up time.



Paratransit Program Overview:

The program fully complies with all federal ADA requirements, while also exceeding those standards by providing broader access, better affordability, and service above and beyond basic federal requirements to riders with disabilities.

- Milwaukee County provides countywide service, beyond the federal minimum of $\frac{3}{4}$ mile around Fixed Route.
- Transit Plus fare is \$4. Federal paratransit fares are capped at two times the Fixed Route Fare which would amount to \$5.50 per ride.
- Drivers provide door-to-door service, beyond federal requirement of curb-to-curb service
- Transit Plus also provides a same day service through the non-mandated Same Day Pilot Program set to conclude at the end of 2026.



Our Task

MCTS, in collaboration with the Department of Transportation, and with input from paratransit riders and from advocacy organizations, shall evaluate current operations and recommend strategies to improve the rider experience, focusing on reliability, accessibility, timeliness, and overall customer satisfaction.



Public Input

- Transit Plus held a series of public meetings in April to get input from the community.
- Meetings were held at varied times and locations to maximize opportunity for participation. Those who could not attend in person had the option to provide feedback online.
- MCTS staff served as facilitators and notetakers during the round table style meetings.



Public Input

- In addition to the public meetings, Transit Plus receives ongoing feedback from riders via the My Transit Manager App and direct feedback to our customer service representatives.

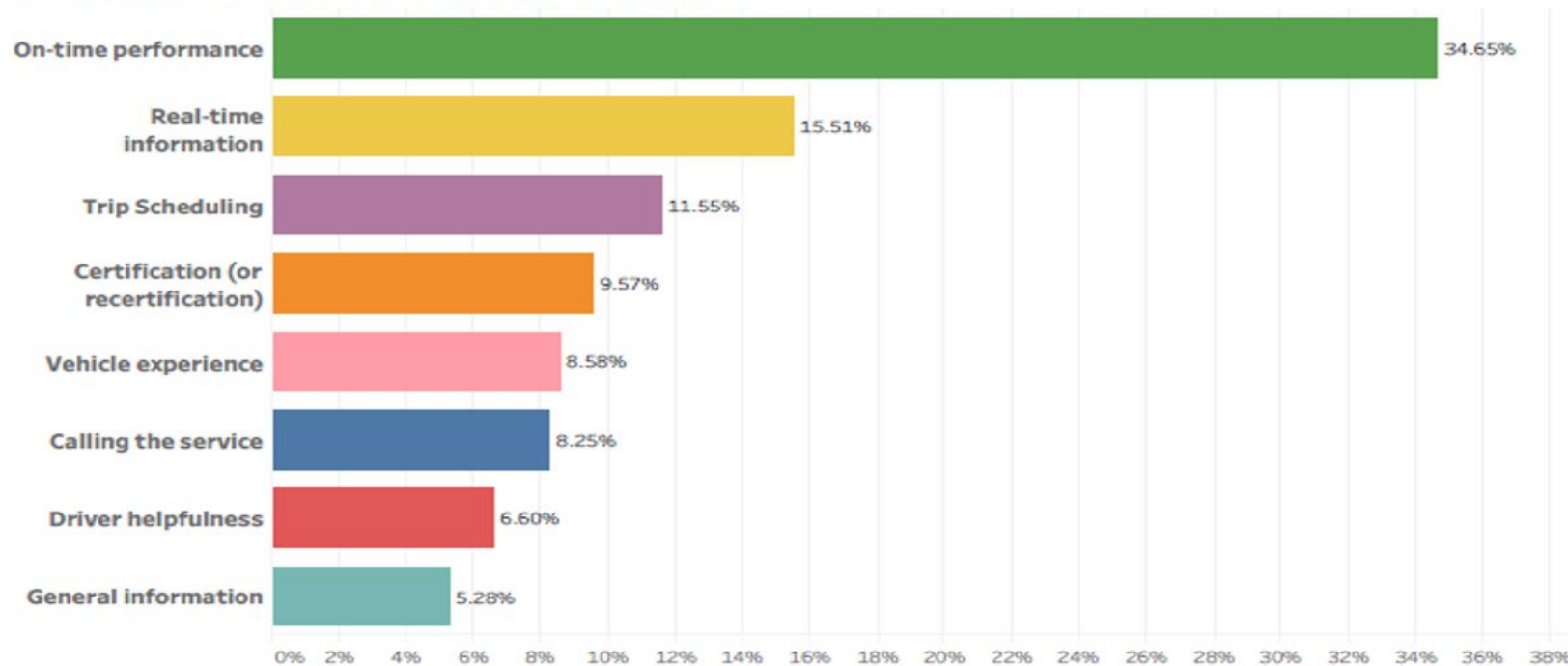
21255367	3759 N 88th St Unit:UNIT 204	138	16379	20260601	5	Excellent swevice	6/1/2026 8:40:09 AM
21252022	5582 BALSAM CT	139	17825	20260601	5	None	6/1/2026 2:54:37 PM
21253618	13200 W Greenfield Ave	123	17738	20260601	2	time window was 2:30-3. My \$40 in frozen food thawed because ride was changed last minute with no notice. Not happy!	6/1/2026 7:11:15 PM
21251721	4856 N Evans St	136	15649	20260601	1	Was picked up 45 minutes past my pick up time causing me to be a half an hour late for work	6/1/2026 3:56:31 PM
21258435	10000 W Bluemound Rd	317A	17701	20260601	5	Good Ride	6/1/2026 11:45:35 AM
21259846	3245 N 37TH ST Unit:UNIT 214	332A	17741	20260601	5	Great Service	6/1/2026 11:13:05 AM
21252089	5130 N SHERMAN BLVD	128	17395	20260601	5	Thanks for the ride to work today	6/1/2026 12:25:08 PM
21252229	6091 N TEUTONIA AVE	101	17006	20260601	5	Robert was a really really nice guy and he was very accommodating taking me straight to my door. Where is some drivers leave you on the curb	6/1/2026 5:59:09 PM
21253672	7100 W Hampton Ave Unit:Unit 1	320A	17600	20260601	5	Timely and a friendly driver...	6/1/2026 11:56:58 AM
21257812	6111 N TEUTONIA AVE	813A	17860	20260601	5	nice	6/1/2026 4:20:40 PM
21259848	1414 N 65TH ST	807	17201	20260601	5	Great Service	6/1/2026 4:41:05 PM
21258983	5225 W Vliet St	116	17900	20260601	2	Lilly is nice. However due to being sent across town in the opposite direction to drop off someone who was going home, I was not able to make my appointment on time. The two clients should not have been on the same bus.	6/1/2026 8:22:40 PM



Public Input

- In 2025, a customer satisfaction survey was conducted with over 250 valid responses from riders and their caregivers.
- The feedback received across all avenues is consistent.

Most Important Service Quality Areas to Improve



PARATRANSIT 2025 SURVEY



Key Takeaways

In general, most riders are satisfied with the service they receive. Areas for improvement fall into two categories:

Scheduling, Routing and On-time Performance:

- More efficient scheduling and routing
- More timely pick-ups and appointment drop offs
- Improved communication on ride status
- Ability to independently schedule and manage rides
- Drivers who know where they are going

Improved Rider Experience:

- Customer friendly staff who are knowledgeable about serving riders who have disabilities
- Staff who are polite and can answer their questions
- Reduction of radio noise and professional radio communication
- Drivers who read customer service notes and provide consistent door-to-door service
- Drivers who are happy with their work and schedule



Recommendations

- Implement updated contract with Transdev with stronger LDs for performance below standards.
- Implement new scheduling software to provide more direct, on-time, efficient service with multiple avenues for communication and ride management as well as up-to-date GPS with live traffic information for drivers. Software is targeted to “go-live” in September 2026 with system optimization to take place in the months to follow.
- Implement a wide range of customer experience improvement initiatives to improve the culture of service, understanding of persons with disabilities, professionalism, safety, communication and employee engagement.



Measure of Success

- By implementing these recommendations, the Transit Plus and Transdev teams will work collaboratively to decrease complaints and improve the service provided to our riders as measured by our Key Performance Indicators.
- In 2027, Transit Plus will again conduct a customer satisfaction survey to measure customer sentiment and to identify areas for further improvement.



Thank you

Frances Musci

Director of Paratransit

Milwaukee County Transit System

