

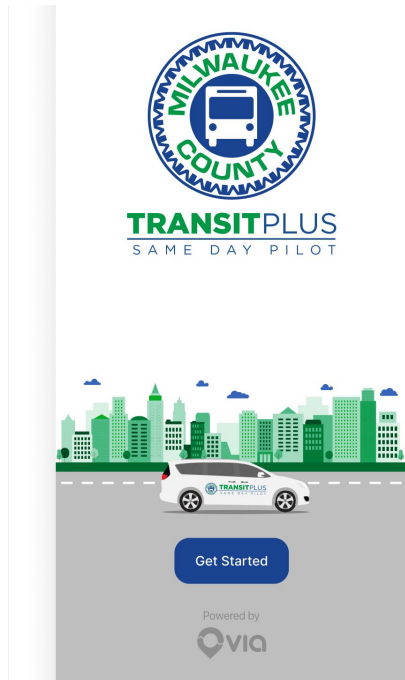


Transit Plus Same Day Pilot Update

July 2025

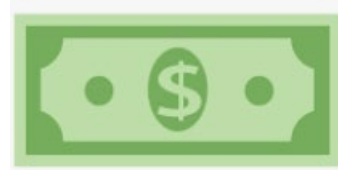


Program overview



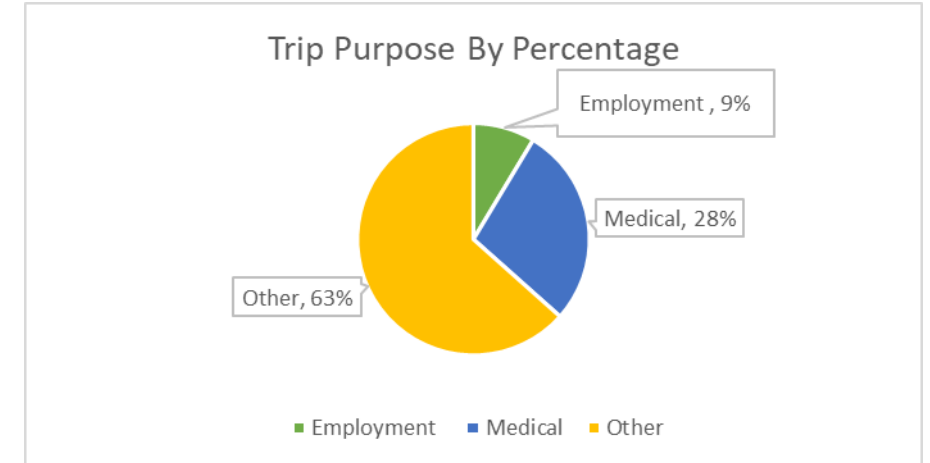
August 2024:

Launched Transit Plus Same Day Pilot Program. Original trip purpose was last minute employment or medical rides.



March 2025:

Expanded trip purpose, allowed cash payment and lowered monthly trip cap.



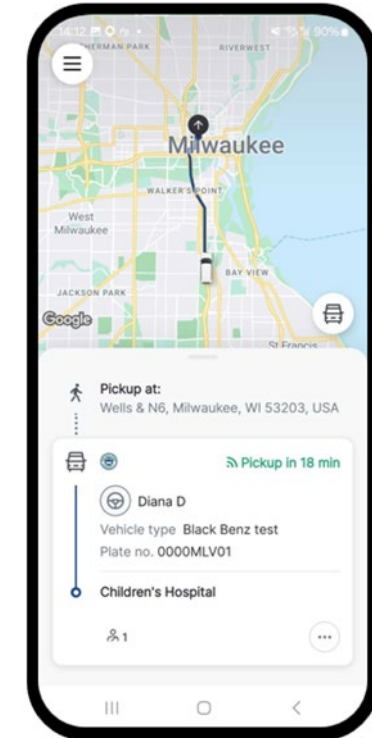
Since program start, over 60% of all trips taken are for purposes other than employment or medical



Participant Information

Through May, 191 unique clients took rides on the service

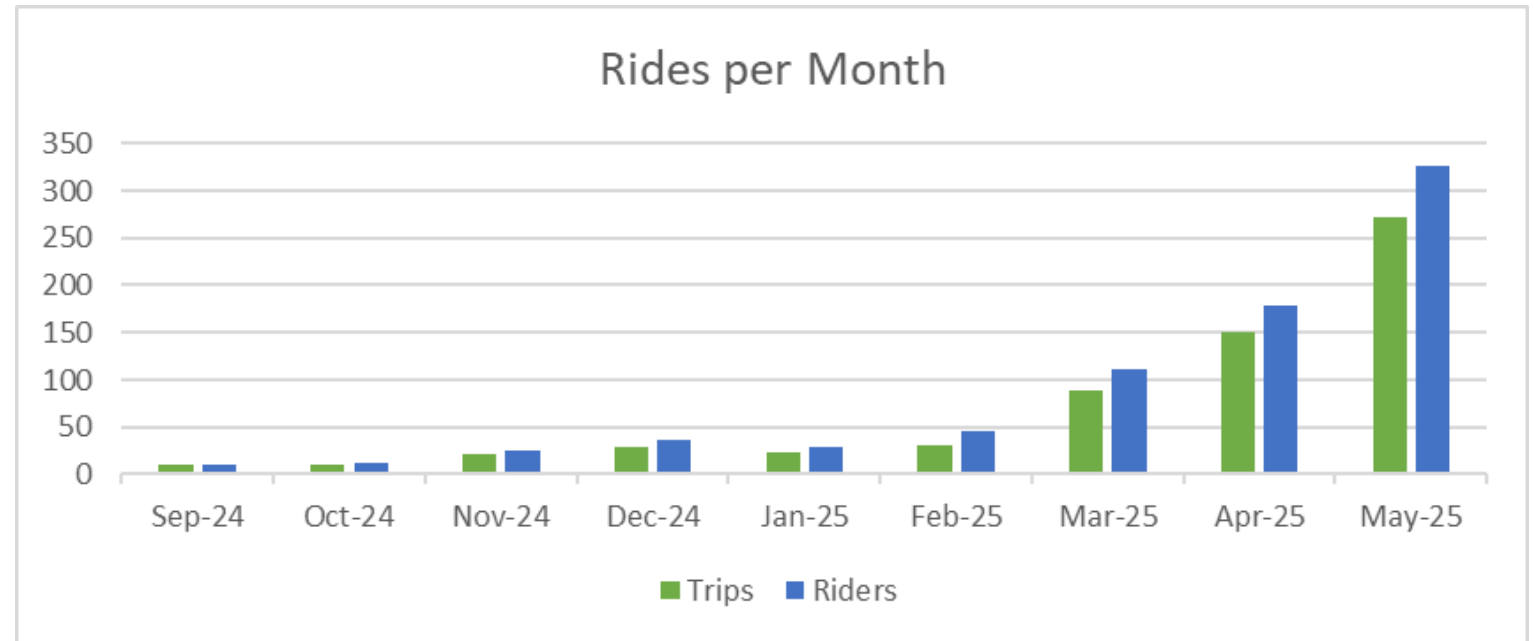
- 51% of these riders took their first ride since mid-April
- 68% of trips were taken by ambulatory riders, 32% taken by riders who needed a wheelchair accessible vehicle.
- 48% of these clients are not regular paratransit riders- taking less than 1 round trip per week on paratransit in the 6 months prior to pilot start.



Ridership

Month/ Year	Client Trips	Total Riders
Sep-24	10	10
Oct-24	10	12
Nov-24	22	25
Dec-24	29	35
Jan-25	24	29
Feb-25	30	46
Mar-25*	88	112
Apr-25	151	179
May-25	272	327

*Program parameters expanded beyond employment and healthcare to better utilize existing capacity. All Transit Plus riders enrolled.

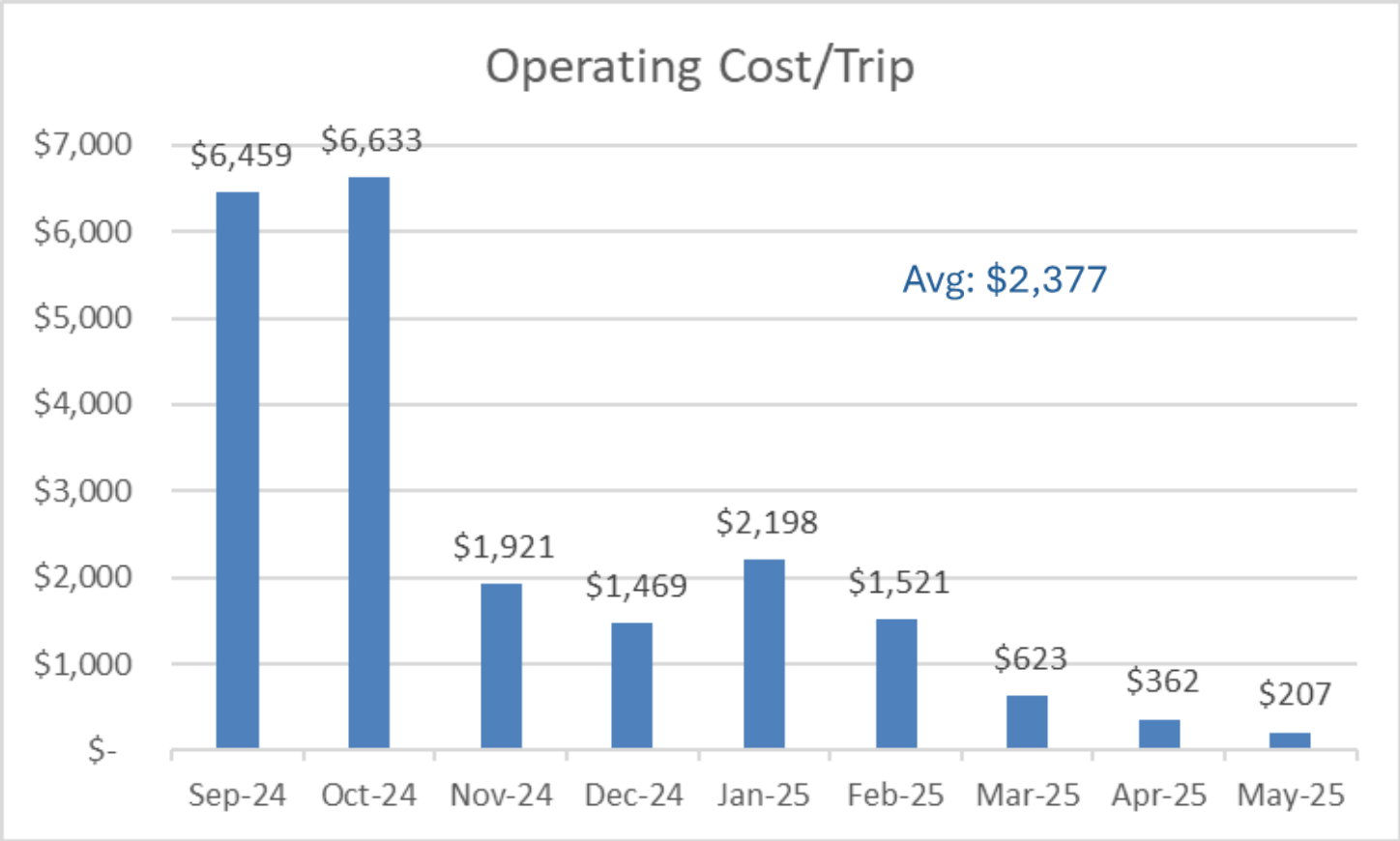


Program Costs

- Rider fare is \$10 per one way trip
- Service is paid for at a contracted rate of \$98.73 per vehicle hour
- Administrative and staff costs are approx. \$60,000/yr
- Currently operating approx. 155 service hours/wk. resulting in approx. \$55,000 per month in operations cost
- Balance of \$438,500 after payment of May invoice



Operating Cost per Client Trip



2025 Paratransit Van avg cost per trip is \$59.00



Short Term Outlook:

- Increased demand will exceed capacity in very near future if growth continues at same rate.



Increase service hours to meet increased demand.

Depletes program funds before Dec 2025.



Reduce weekend hours and reallocate to higher demand weekdays.

Extends program through Dec 2025.



Move to an Independent Contractor driver model.

Continues 7 day/wk. service and extends program through Dec 2025.



Long Term Outlook:

- At 3x the current demand, Via estimates that 356 vehicle hours/wk. would be needed to keep unfulfilled requests below 7%
- Annual cost for program \$1.6 - \$1.9 million. Could be higher if demand grows beyond projections
- To fully utilize minimum capacity, trip purpose has expanded beyond the original scope of medical /employment trips.
- Discretionary program that meets the needs of a segment of riders but at a very high cost per trip.
- Not included in MCTS 2026 Budget proposal. Additional funds would need to be identified and allocated to extend pilot.



Thank you

Frances Musci

Director of Paratransit

Milwaukee County Transit System

