

Transit Plus & MCTS Mobility Management Program 2020 Year in Review





- The Transit Plus program provides ADA compliant paratransit services to meet the public transportation needs of persons with disabilities while seeking opportunities for service excellence and innovation.



What is Paratransit?



- Door-to-door, shared ride service for those who's disability prevents them from using a fixed route bus.
- Rides are available anywhere in Milwaukee County and $\frac{3}{4}$ of a mile around bus route segments outside the county.
- ADA accessible van service provided under contract with First Transit and National Express Transit.
- American United Taxi provides same day service to Transit Plus under a separate discretionary contract.

2020 Statistics

ADA VAN
RIDES
235,783



CLIENTS ASSESSED FOR
PARATRANSIT ELIGIBILITY

1,684

(52% RENEWALS, 48% NEW)

TAXI
RIDES
36,378



NUMBER OF NEW AND
REPLACEMENT REDUCED
FARE CARDS **ISSUED**

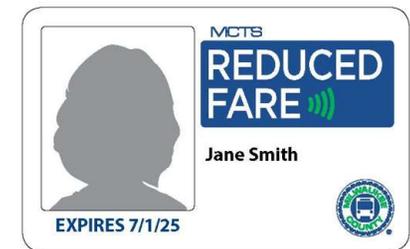
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Paratransit Additional Accomplishments



- Partnered with Milwaukee County DHHS to provide rides for COVID-19 testing and for voting.
- Completed a scheduling software database merge and upgrade.
- Implemented COVID-19 protocols and mask mandate on Transit Plus vans
- Developed processes for serving public remotely: (eligibility assessments, reduced fare cards)



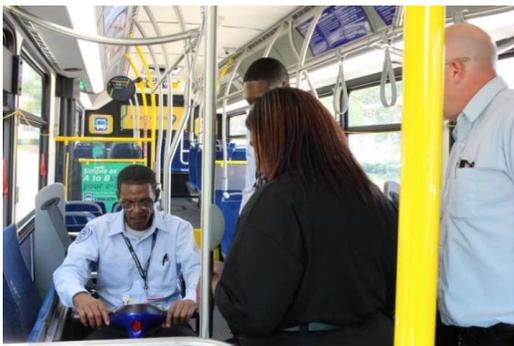
Application for Paratransit Eligibility Certification

Part 1: APPLICANT IDENTIFICATION

Name (PRINTED): _____
Last First M.I.

Are you a current or past Transit Plus client? Yes No

Mobility Management Program



- 5310 FTA grant funded program designed to promote independence and accessibility of fixed route transit to seniors and people with disabilities.
- Program Components:
 - Community Outreach
 - Travel Training
 - Barrier Removal
 - Transit Plus Pass
 - ADA Sensitivity Training

Activities and Impact



63,083*
TRANSIT PLUS PASS
RIDES

44,088
ADA
BOARDINGS



108
OPERATORS
TRAINED

25
TRAVEL
TRAINING
SESSIONS



*Ridership data not collected in April & May due to COVID-19 free rides.

41 OUTREACH
PRESENTATIONS

Additional Accomplishments



- Partnered with Milwaukee County OPD on the launch of the Aira Wayfinding App.
- Coordinated with MPS and Pewaukee High School's robotics club to develop an interactive farebox for Gaenslen School students.
- Assisted in the coordination of 57 bus stop accessibility improvements.
- Presented at KPTA (Kansas Public Transportation Association) Conference on ADA sensitivity training material.



Thank You!

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