

County of Milwaukee Interoffice Communication

DATE: April 16, 2021

TO: Supervisor Marcelia Nicholson, Chair, Milwaukee County Board of Supervisors

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

SUBJECT: MCTS Paratransit and Mobility Management Program Overview – Informational Report

BACKGROUND

The Milwaukee County Transit System (MCTS) manages a paratransit service program, called Transit Plus. The program ensures mobility for registered Transit Plus participants who are Americans with Disabilities Act (ADA) paratransit eligible. MCTS contracts with paratransit service companies to provide rides to these individuals border-to-border in the County following strict requirements of the ADA. Taxi service is also available as an option for some participants.

MCTS also has a dedicated mobility management team who helps older adults and persons with disabilities enjoy the freedom and flexibility afforded to those that use MCTS's fixed route transit buses. Under the guidance of the MCTS Director of Paratransit, the Mobility Management team has a focus on five (5) key areas:

- Community Outreach
- Travel Training
- Barrier Removal
- Transit Plus Pass Program
- ADA Sensitivity Training

The purpose of this report is to introduce the Committee to information about Transit Plus and Mobility Management. A presentation on these topics and year in review report, including activities and successes in 2020 accompany this report. The Transit Plus and Mobility Management Program Review presentation will be given in Committee by the MCTS Director of Paratransit, Fran Musci and MCTS Paratransit Mobility Manager, Chris Fox.

RECOMMENDATION

This report is for informational purposes unless otherwise directed.

Prepared by: Dan Boehm, President & Managing Director, MCTS

Approved by:

Julie Esch, Deputy Director

Donna Brown-Martin
Director, Department of Transportation

cc: Kelly Bablitch, Chief of Staff, County Board of Supervisors