

MCTS Paratransit Service Transit Plus



December, 2024

Paratransit Van Service



Paratransit Van Program Overview



Required under the Americans with Disabilities Act (ADA)

Service is designed to compliment fixed route bus

- Minimum required $\frac{3}{4}$ mile around bus. Milwaukee County provides border to border service.
- Drivers subject to random drug and alcohol testing
- Riders must have a disability that prevents them from using the bus for some or all of their trips
- Shared ride
- Same days and hours of service as fixed route
- Trips are for any purpose, cannot prioritize rides based on purpose
- Must be scheduled at least one day in advance, up to seven days in advance
- Door to door service
- Fare to riders capped at no more than double fixed route- currently \$4 per ride
- 30-minute pick up window

Service is provided under contract with First Transit subsidiary of Transdev.

- Contract started November 2023

Key Service Statistics



There are approximately 5,800 active Transit Plus clients. The program provides over 350,000 van rides per year.

Paratransit Program	2022	2023	2024*
Paratransit Van Rides	331,263	350,779	239,671
Avg. Cost/Trip	\$45.55	\$47.91	\$52.86
Expense	\$15,088,516	\$16,804,671	\$12,668,277

*Through August

Key Performance Indicators



Activity	Standard	Nov- Dec 2023	January- August 2024
Van Trips	N/A	55,180	239,671
On- time performance (OTP) -Pick up within 30-minute pick up window	93%	82.6%	92.9%
Missed trips- van arrives outside of pick-up window and client does not travel	Less than 0.1% of scheduled trips	1.55%	0.4%
On-time appointment drop off	99% of trips with appointment times	89.3%	90.5%
Ride duration comparable to fixed route bus	90%	87.5%*	85.8%
Telephone calls answered in less than 2 minutes	95%	31.6%	91.5%
Passengers per service hour	1.70	1.48	1.53

Mobility Management Program



Funded by FTA Section 5310 Grant to support use of the transit system by older adults and persons with disabilities.

Activities include:

- Individual and group travel training
- Community outreach and education
- Mobility device training
- MCTS bus operator ADA sensitivity and passenger assistance training

Paratransit Same Day Ride Pilot



Same Day Pilot Program Overview



Discretionary program created to replace long- standing taxi program that ended in 2023.

- Funded using discretionary funds set aside by Board in 2024 budget.
- Service design and use cases developed by Board created Paratransit Taxi Task Force
- Service began at end of August 2024 and is contracted to run until September 2025 or until budgeted funds are exhausted.
- All Transit Plus clients are eligible to participate in the pilot.
- Same day ride for health/medical or employment that could not have been scheduled day before
- All vehicles are wheelchair accessible
- Drivers subject to random drug and alcohol testing.
- Contracted rate \$98.73 per vehicle hour

Key Service Statistics



Service Details:

- On demand service- call when ready to travel
- 7 AM to 5:59 PM, 7 days/week
- Serves all of Milwaukee County, Rider fare is \$10 per one-way trip
 - Personal Care Attendant is free
 - One additional companion can ride for an additional \$10
- Fare is paid by credit/debit card or cash voucher purchased at MCTS
- Trip booking can be done using smartphone app or over the phone.
- Vehicle must arrive within 1 hour of booking

Key Service Statistics



Month	Trips	Cost
August	0	\$98,047.89*
September	10	\$64,588.66
October	10	\$66,325.80
November	22*	TBD
TOTAL YTD	33	\$228,962.35

*Includes start-up costs

*Through 11/25

Thank You

Frances Musci
Director of Paratransit, MCTS

